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**STATE OF CONNECTICUT REQUEST FOR PROPOSALS 04ITZ0007**

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**IT Professional Services**

**Due Date: No later than 2:00 p.m. ET on Tuesday, June 1, 2004**

**Optional Vendor Conference: Monday, April 26, 2004 @ 9:00 a.m. ET**

**At the Department of Information Technology**

**(To register for Vendor Conference, please**

**email: Robin.Kerawala@po.state.ct.us)**

**Vendors will not be admitted to the Vendor Conference without a valid photo ID**

**Parking for the Vendor Conference is available at Pitkin Street (Use code 4321).**

Vendor proposals in response to **RFP No. 04ITZ0007** MUST be received at:

**Department of Information Technology**

**Division of Contracts and Purchasing**

**Attn: Kathleen M. Anderson**

**101 East River Drive, 4<sup>TH</sup> Floor**

**East Hartford, CT 06108**

THIS RFP IS ISSUED BY THE:

Contracts and Purchasing Division

Department of Information Technology

101 East River Drive

East Hartford, Connecticut 06108

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Kathleen M. Anderson, PSO II

**NOTICE OF INTENT TO RESPOND**

**IT Professional Services**

The vendor is requested to complete and return this form via email to Kathleen M. Anderson/DOIT Contracts & Purchasing - [kathleen.m.anderson@po.state.ct.us](mailto:kathleen.m.anderson@po.state.ct.us) by 2:00 p.m. ET on Friday, April 30, 2004.

**“My organization plans to respond to DOIT RFP No. 04ITZ0007 with a proposal.”**

**Company Name:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Contact Title:** \_\_\_\_\_

**Contact Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Contact Telephone:** \_\_\_\_\_

**Company Email:** \_\_\_\_\_

**IT Professional Services  
RFP #04ITZ0007**

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# **1 Introduction**

## **1.1 Purpose**

The State of Connecticut (“the State”) seeks to significantly consolidate its current vendor base in the procurement of IT Professional Services. The purpose of this Request for Proposal (“RFP”) is to solicit sealed proposals to establish competitive contracts for these services. The awarded vendor(s) shall be responsible for fulfilling staffing requests for IT professionals. Vendors are expected to be able to fulfill the majority of staffing requests with their own resources, or supplemented with the resources of any other vendors with whom they may enter into subcontracting relationships to respond to this RFP. This RFP describes in detail the State’s requirements for this procurement.

## **1.2 Scope of Business**

In recent years, the State has spent approximately \$7+ million annually on IT Professional Services with 30+ vendors. However, the State can neither project nor guarantee a specific volume of business over the term of any contract that may result from this RFP. Through this RFP, the State intends to limit the number of contract awards to the lowest, qualified, responsible vendor(s). The State encourages vendors to view the volume of State spending for IT Professional Services when submitting pricing. The pricing, quality, and service levels obtained through this process are expected to be more aggressive than the State may currently have with any vendors.

## 2 Job Categories

### 2.1 Categorization and Description of Positions

The IT-related positions are listed in the table below for informational purposes only. Detailed descriptions for each position category/title can be in worksheet ‘**C. Position Descriptions**’ of the accompanying Excel file entitled *Exhibit B – RFP Product Schedule* (“Product Schedule”)

<u>Position Category</u>	<u>Position Title</u>	<u>Summary Description</u>	<u>Industry Position Titles</u>
<b>Programmers</b>	<b>(1.1) Programmer</b>	Computer programming and providing programming support for agency information systems	Programmer, Research Analyst/Statistician
<b>Developers</b>	<b>(2.1) Systems Developer 1</b>	Computer programming and assisting in the design, development, and support of information systems	Developer, Programmer, Sr. Programmer, Programmer/Analyst, Systems Analyst
	<b>(2.2) Systems Developer 2</b>	Design, development, programming and support of information systems	Analyst/Designer, Business Systems Analyst, Assistant Data Communication Coordinator, Developer, Sr. Developer, Programmer, Sr. Programmer, Programmer/Analyst, Sr. Programmer/Analyst, Systems Analyst
	<b>(2.3) Systems Developer 3</b>	Accountable for acting as an information systems development project coordinator, responsible for coordinating the analysis, design, development, programming and support of information systems	Analyst, Sr. Analyst, Data Administrator, Data Architect, Systems Analyst, Sr. Systems Analyst
<b>Technical Analysts</b>	<b>(3.1) Technical Analyst 1</b>	Accountable for solving complex network problems, designing configurations of networks and coordinating and implementing data communications activities for administering a mid-range computer or complex LAN or for assisting in basic host systems software support functions	Assistant Data Communication Analyst, Sr. Technical Analyst

<b><u>Position Category</u></b>	<b><u>Position Title</u></b>	<b><u>Summary Description</u></b>	<b><u>Industry Position Titles</u></b>
	<b>(3.2) Technical Analyst 2</b>	Accountable for assisting in the design, implementation and management of a major communications network, providing a full range of technical and administrative support for a complex WAN or agency mid-range computer system or performing basic host systems software support functions in a major data processing environment	Technical Architect, WAN Analyst/Designer
<b>Project Managers</b>	<b>(4.1) Project Manager</b>	Directs, or assists in directing, a large data processing installation for a State agency including programming, systems analysis and support functions	Architect/Mentor, Business Process Analyst, Project Manager, Quality Assurance Analyst/Project Leader
<b>Administrators</b>	<b>(5.1) Administrator-Technical Analyst 1</b>	Accountable for solving complex network problems, designing configurations of networks and coordinating and implementing data communications activities for administering a mid-range computer or complex LAN or for assisting in basic host systems software support functions	Database Administrator
	<b>(5.2) Administrator-Technical Analyst 2</b>	Accountable for assisting in the design, implementation and management of a major communications network, providing a full range of technical and administrative support for a complex WAN or agency mid-range computer system or performing basic host systems software support functions in a major data processing environment	Database Administrator, Systems Administrator
	<b>(5.3) Administrator-Technical Analyst 3</b>	Accountable for supervising staff and overseeing the planning, analysis, design, selection, installation and implementation of an enterprise network and/or information systems	Database Administrator

<b><u>Position Category</u></b>	<b><u>Position Title</u></b>	<b><u>Summary Description</u></b>	<b><u>Industry Position Titles</u></b>
	<b>(5.4) Information Systems Administrator</b>	Accountable for directing and coordinating complex inter-/intra-agency data processing planning efforts on a statewide basis and acting as the chief architect for the design of a statewide data processing program	IT Engineer
<b>LAN Specialists</b>	<b>(6.1) LAN Specialist</b>	Accountable for managing the daily local or wide area network (LAN/WAN) operations and providing technical support for network workstations and personal computer hardware and software	LAN Engineer
<b>Engineers</b>	<b>(7.1) Technical Specialist</b>	Accountable for coordinating and implementing the installation, modification, operation and ongoing maintenance of hardware, software and data communications network components	Systems Engineer
	<b>(7.2) Telecommunications Engineer</b>	Accountable for independently performing a full range of tasks in planning, maintenance, coordination and implementation of statewide telecommunications systems	Telecommunications Engineer
	<b>(7.3) Engineer-Technical Analyst 1</b>	Accountable for solving complex network problems, designing configurations of networks and coordinating and implementing data communications activities for administering a mid-range computer or complex LAN or for assisting in basic host systems software support functions	Network Engineer

<b><u>Position Category</u></b>	<b><u>Position Title</u></b>	<b><u>Summary Description</u></b>	<b><u>Industry Position Titles</u></b>
	<b>(7.4) Engineer- Technical Analyst 2</b>	Accountable for assisting in the design, implementation and management of a major communications network, providing a full range of technical and administrative support for a complex WAN or agency mid-range computer system or performing basic host systems software support functions in a major data processing environment	Network Engineer
	<b>(7.5) Engineer- Technical Analyst 3</b>	Accountable for planning, organizing and managing network activities, designing and implementing complex networks or assisting in the planning, analysis, design, selection, installation and implementation of an enterprise network and/or information systems	Network Engineer
	<b>(7.6) Engineer- Technical Analyst 4</b>	Accountable for supervising staff and overseeing the planning, analysis, design, selection, installation and implementation of an enterprise network and/or information systems	Network Engineer
<b>Technical Writers</b>	<b>(8.1) Technical Writer/Editor</b>	Writes and edits program and system documentation, user manuals, training courses and procedures	Technical Writer/Editor
<b>Computer Operators</b>	<b>(9.1) Computer Operator 1</b>	Accountable for performing operational support work related to input and/or output control, tape management or computer operations	Computer Operator
	<b>(9.2) Computer Operator 2</b>	Accountable for independently performing a full range of tasks in computer operations functions such as input and/or output control, tape management or computer operations	Computer Operator



<b><u>Position Category</u></b>	<b><u>Position Title</u></b>	<b><u>Summary Description</u></b>	<b><u>Industry Position Titles</u></b>
<b>Security Specialists</b>	<b>(10.1) Security Analyst</b>	Works with DOIT's extranet team to ensure the security of DOIT's extranet networks	Security Analyst, Security Specialist
<b>E-Commerce</b>	<b>(11.1) E-Commerce-Systems Developer</b>	Thoroughly understands all the technical and security aspects of deploying a Web services-based solution. This includes the analysis/design, integration, and testing of multiple systems in a complex environment	Design Expert, Information Architect
	<b>(11.2) E-Commerce-Technical Analyst 1</b>	Develops and maintains approved State Web sites. Develops and maintains a strategic plan for State Internet presence based on agency priorities, policy directions, and goals	Developer, Webmaster
	<b>(11.3) E-Commerce-Technical Analyst 2</b>	Provides high-level development engineering support, hands-on design, development, maintenance, and programming support to projects and infrastructure support activities	Sr. Developer
	<b>(11.4) E-Commerce-Technical Analyst 3</b>	Administers servers hosting Internet applications in a production e-business environment	Server Administrator
	<b>(11.5) E-Commerce-Technical Analyst 4</b>	Develops and executes Web-based graphic design and layout solutions for the State. Assists in the development of artistic concept creations, refinement of direction, and final refinement toward production	Graphic Designer

## 3 Proposal Responses

### 3.1 Responses to RFP Questionnaire – “Business”

The vendor must compose an original response to each question in the accompanying Word file entitled *Exhibit A – RFP Questionnaire* (“Questionnaire”), and must not refer the State to pre-printed brochures, manuals, Web sites, or other references. This file may be found in Word format on the Contracts and Purchasing Web site under **Notices to Vendors**. The Evaluation Team will not attempt to derive the intended response from reference materials. Any information requested must be provided in the appropriate spaces in the Questionnaire, or as attachments to the vendor’s RFP response labeled with the relevant section or question numbers. Proposal evaluation will be based on the respondent’s original answers. Failure to comply with this requirement may result in disqualification.

### 3.2 Responses to RFP Product Schedule – “Costs”

The vendor must complete the accompanying Excel file entitled *Exhibit B – RFP Product Schedule* (“Product Schedule”) in its entirety, and must not refer the State to pre-printed brochures, manuals, price lists, Web sites, or other references. This file may be found in Excel format on the Contracts and Purchasing Web site under **Notices to Vendors**. The Evaluation Team will not attempt to derive the intended response from reference materials. Any pricing requested must be provided in the appropriate cells in the Product Schedule as part of the vendor’s RFP response. Proposal evaluation will be based on the respondent’s original answers. Failure to comply with this requirement may result in disqualification.

### 3.3 Completeness and Conformity of Proposals

To be considered acceptable, the vendor’s proposal must be complete and conform with all RFP instructions and submission requirements. Failure to comply with this requirement may result in disqualification. (See *Attachment 7: Vendor Proposal Validation and Authentication Statement*, Items #1, #2 and #4.)

### 3.4 Inquiries

Questions for the purpose of clarifying this RFP will be accepted in writing only, and must be received by Kathleen M. Anderson no later than 2:00 p.m. ET on Friday, April 30, 2004. Questions received after the date and time specified will not be answered. Questions received by 2:00 p.m. ET on Friday, April 23, 2004 may be addressed at the Vendor Conference. Questions must be emailed to [kathleen.m.anderson@po.state.ct.us](mailto:kathleen.m.anderson@po.state.ct.us), and should include the company name of the vendor and the RFP number (#04ITZ0007) in the subject heading of the message.

Official answers to all questions will be provided in the form of an amendment and will be available on the State Agency Bids/RFP’s Web site:

[http://www.das.state.ct.us/Purchase/Bids\\_Open.asp?F\\_Bid\\_Type=3&F\\_Unit=DOIT&doitNav=|](http://www.das.state.ct.us/Purchase/Bids_Open.asp?F_Bid_Type=3&F_Unit=DOIT&doitNav=|). A copy of this (and any other) amendment(s) must be downloaded from the Web site, signed, and submitted together with the vendor’s proposal.

### 3.5 Submission of Proposals and Timing of RFP Process

Respondents must provide one (1) original hardcopy and four (4) additional hardcopies of their proposal, as well as four (4) electronic copies (either on diskette or CD-ROM). Failure to comply with this requirement may result in disqualification. The proposals must be submitted in a SEALED envelope or carton, clearly marked with the company name and address of the vendor, and the RFP number

(#04ITZ0007). Cartons are to be no larger than 18" x 12" x 10", which is approximately the size of a carton of printer/copier paper. Any response that is not clearly marked will not be opened. Facsimile or unsealed proposals will not be accepted under any circumstances.

**Important!** The Costs portion of the response – both hardcopies and electronic copies – must be clearly marked “Costs” and packaged separately from the Business portion of the response.

The timing of this RFP process is outlined in the table below. Respondents must comply with all stated deadlines.

<u>Activity</u>	<u>Date</u>
RFP available to vendors	Apr 20, 2004 (Tue.)
Preliminary inquiries pertaining to RFP requested from vendors in writing to Kathleen M. Anderson	By 2:00 p.m. ET on Apr 23, 2004 (Fri.)
Vendor Conference (attendance is optional, but highly recommended)	Apr 26, 2004 (Mon.) @ 9:00 a.m.
Notice of Intent to Respond requested from vendors in writing to Kathleen M. Anderson	By 2:00 p.m. ET on Apr 30, 2004 (Fri.)
Final inquiries pertaining to RFP due from vendors in writing to Kathleen M. Anderson (No further inquiries will be entertained after this time)	<b>Deadline:</b> 2:00 p.m. ET on Apr 30, 2004 (Fri.)
Proposals (including Business: <i>Questionnaire</i> and Costs: <i>Product Schedule</i> ) due from vendors	<b>Deadline:</b> 2:00 p.m. ET on Jun 1, 2004 (Tue.)

### **3.6 Term of Response Validity**

The vendor must certify that the submitted proposal is valid for a period of ninety (90) days after the proposal due date. The vendor shall indicate acceptance of this requirement. (See *Attachment 7: Vendor Proposal Validation and Authentication Statement*, Item #3.)

### **3.7 Term of Contract**

This contract will be for a term of three (3) years with an option for two (2) one- (1-) year extensions each; however, the State may wish to negotiate for a shorter or longer initial term. The pricing must remain valid for the term of the contract and any subsequent extension(s), unless the State agrees in writing that the pricing should be modified.

By signing *Attachment 7: Vendor Proposal Validation and Authentication Statement*, the vendor indicates acceptance of this requirement.

## **4 General Requirements**

### **4.1 Organizational Description**

The vendor must provide a detailed organizational description – this must include a list of all locations, proposed account staffing, and IT professional resources by position category/title (as outlined in *2.1 Categorization and Description of Positions* above). The number of W-2 and 1099 employees available per position category/title must be indicated.

Vendor must provide the above-requested information in the Questionnaire (location and account staffing information) and Product Schedule (W-2 and 1099 resource information).

### **4.2 Vendor Resources**

During the term of any contract award, the State may ask to retain an IT professional with specific technical expertise, or familiarity with a State system or project. The State will also have the right to require the vendor to replace any employee or subcontractor employee assigned to the State if, in the opinion of the State, such employee is unacceptable. The State must not be penalized in any way, including delays in response to resume requests or deployment of IT professional resources, when an employee or subcontractor employee is dismissed.

By signing *Attachment 7: Vendor Proposal Validation and Authentication Statement*, vendor indicates acceptance of this requirement.

### **4.3 Employment Eligibility Verification**

Vendor is required to obtain and keep current the Employment Eligibility Verification Form I-9 issued by the U.S. Department of Justice Immigration and Naturalization Service supporting each IT professional's authorization for employment in the United States (See *Attachment 5: Form I-9*). The State reserves the right to audit these documents and will require Form I-9 prior to approving any Contract User's request.

By signing *Attachment 7: Vendor Proposal Validation and Authentication Statement*, vendor indicates acceptance of this requirement.

### **4.4 Background Checks**

The Department of Public Safety ("DPS") may perform background checks on vendor personnel who will work on the State account. Contract User-specific requirements for background checks must also be complied with prior to the start date of any IT professional.

By signing *Attachment 7: Vendor Proposal Validation and Authentication Statement*, vendor indicates acceptance of this requirement.

### **4.5 Supplier Diversity**

The State has an established and ongoing commitment to providing equal opportunity to Small Businesses Enterprises ("SBE") and Minority-owned Businesses Enterprises ("MBE") to contract as a vendor for the State's purchased goods and services.

- Certified Connecticut Small Business Enterprises are those businesses that hold current certification from the Department of Administrative Services ("DAS")/Supplier Diversity Office. To become a certified Small Business, a vendor must meet the qualifications as determined by the Connecticut General Statutes.

- SBE, MBE, and minority are defined as follows:

Small Business Enterprise (SBE) – A company that has been under the same ownership and management and has maintained its principle place of business in Connecticut for a period of at least one year immediately following the date of application to the State of Connecticut Small Business Program with gross revenues of less than \$10,000,000 in the most recent fiscal year, and with 51% ownership held by person(s) who exercises the operational authority over the daily affairs of the business and has the power to direct the policies and management and receives the beneficial interests of the business.

Minority-owned Business Enterprise (MBE) – Meets the definition of a Small Business and, must be owned and operated by a person(s) who is a member of a minority group; and who has at least 51% ownership of the company; and exercises the operational authority over the daily affairs of the business and has the power to direct the policies and management and receives the beneficial interests of the business.

Minority – Minority is defined in Connecticut General Statute § 32-9n as:

- Black Americans, including all persons having origins in any of the Black African racial groups not of Hispanic origin;
  - Hispanic Americans, including all persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture of origin;
  - All persons having origins in the Iberian Peninsula, including Portugal, regardless of race;
  - Asian Americans;
  - American Indians and persons having origins in any of the original peoples of North America and maintaining identifiable tribal affiliation through membership and participation or community identification;
  - A woman;
  - An individual with a disability.
- For further information about the State's requirements to qualify as an SBE and/or MBE, contact Meg Yetishefsky, Director, Supplier Diversity Program, at (860) 713-5228, or refer to the following Web site: [http://www.das.state.ct.us/Purchase/SetAside/SAP\\_Progin.htm](http://www.das.state.ct.us/Purchase/SetAside/SAP_Progin.htm).

The State requires that the vendor assist the Contract Users in reaching their Supplier Diversity goals. Contract Users will be able to dictate which pieces of work will be given to an SBE or MBE. The vendor must subcontract out a minimum of 25% of the State's business (by dollar volume) to SBEs/MBEs. Failure to meet these requirements may result in termination of contract award. In addition, the vendor shall pay SBE/MBE subcontractors within thirty (30) days of invoice in accordance with Connecticut General Statute § 4a-60g, or the latest applicable statute.

The vendor will be responsible for negotiating with SBEs/MBEs in order to provide resources from SBE/MBE companies at no additional premium to the rate card pricing (*See Section 6.1 Pricing Methodology*). Vendor must describe how it plans to manage its SBE/MBE subcontracting arrangements, and must list each SBE/MBE company that it will initially subcontract with. For each SBE/MBE company listed, vendor must provide a contact name and phone number, and the number of years of prior experience in partnering/subcontracting with the company. In addition, the vendor must provide (for each SBE/MBE company listed) a copy of DAS certification showing that the company is recognized as an SBE and/or MBE.

**Note:** The State reserves the right to expand the set of participating SBE/MBE companies from that initially proposed.

Vendor shall indicate acceptance of this requirement or explain any exceptions, and must provide the above-requested information in the Questionnaire.

## **4.6 References**

The vendor must provide at least three references from customer accounts similar in size to the State of Connecticut. The vendor must provide at least one reference of a customer (for whom it acted as one of a limited set of primary vendors) who had the option to extend a contract, but chose not to do so. For each reference, the vendor must provide:

- Reference Organization Name
- Contact Person Name/Title
- Address
- Telephone Number (Direct)
- E-mail Address
- Description of the Size of the Account (e.g. Number and types of IT professional resources deployed, annual revenue from customer, etc.)

**Note:** In addition to the vendor-provided references, the State may utilize other known references, including any State agencies. Inability to verify references may result in disqualification of vendor.

Vendor must provide the above-requested information in the Questionnaire.

## 5 Service Requirements

### 5.1 IT Professional Selection Process – Resume Requirements

When receiving a resume request from any Contract User, the vendor must provide a minimum of three (3) resumes of qualified IT professionals within five (5) business days of the notification date. Any resource requested must be available for deployment within one (1) week from date of purchase order. Vendor must be able to accept purchase orders transmitted electronically, by fax, or by mail.

By signing *Attachment 7: Vendor Proposal Validation and Authentication Statement*, vendor indicates acceptance of this requirement.

### 5.2 IT Professional Time and Expense Policy

The State shall not pay the vendor for travel time between the IT professional's place of residence and the place of work.

The State shall not pay the vendor any out-of-pocket expenses incurred by an IT professional for travel to the place of work. Reimbursement of travel expenses incurred at a Contract User's request must be authorized beforehand, in writing, by the Contract User. Payments shall not exceed the State's present prevailing rates for State Managers. Prevailing rates information may be found at the following Web site: [http://www.das.state.ct.us/HR/Regs/Travel\\_Reimbursement\\_Reference\\_Chart.htm](http://www.das.state.ct.us/HR/Regs/Travel_Reimbursement_Reference_Chart.htm).

### 5.3 Management Reporting

The vendor must submit the following reports to DOIT/Contracts & Purchasing (Attn: Kathleen M. Anderson), at no additional charge, no later than ten (10) days after the end of each month this contract is in effect. These reports shall be on forms approved in advance by DOIT in writing. The vendor must provide these reports to any Contract User when requested at no additional charge.

**Monthly Reports listing the following for each IT professional deployed:** Contract User, Invoice Date & Number, Purchase Order Date & Number, Project Name, Position Category, Position Title, Employee Name, Employee Unique ID (e.g. SSN), Employee Company (if subcontracted), SBE? (Y/N), Requesting Manager Name, Time Worked (# of Hours), Employee Pay Rate (Hourly), Vendor Mark-up %, Overall Bill Rate (Hourly), Invoiced Amount – Current Month

**Monthly Rate Card Compliance Reports listing the following for each IT professional deployed (accompanying Monthly Reports):** Contract User, Position Category, Position Title, Employee Name, Employee Unique ID (e.g. SSN), Employee Company (if subcontracted), SBE? (Y/N), Requesting Manager Name, Employee Pay Rate (Hourly), Vendor Mark-up %, Overall Bill Rate (Hourly), Rate Card "Ceiling" for Position Title, Flag if Non-Compliant

**Quarterly SBE Reports listing the following for each Contract User:** Contract User, Total Invoiced – Current Quarter, Total Invoiced – Fiscal YTD, SBE Total Invoiced – Current Quarter, SBE Total Invoiced – Fiscal YTD, SBE as % of Spend – Current Quarter, SBE as % of Spend – Fiscal YTD, SBE Company, SBE Total Invoiced – Current Quarter (by SBE Company), SBE Total Invoiced – Fiscal YTD (by SBE Company)

**Quarterly MBE-Only Reports listing the following for each Contract User:** Contract User, Total Invoiced – Current Quarter, Total Invoiced – Fiscal YTD, MBE Total Invoiced – Current Quarter, MBE Total Invoiced – Fiscal YTD, MBE as % of Spend – Current Quarter, MBE as % of Spend – Fiscal YTD, MBE Company, MBE Total Invoiced – Current Quarter (by MBE Company), MBE Total Invoiced – Fiscal YTD (by MBE Company)

Sample reports are included in this RFP for vendors.

Vendor shall indicate acceptance of this requirement or explain any exceptions, and must provide the related information requested in the Questionnaire.

#### **5.4 Web Page for Contract Users**

The vendor must develop and maintain a customized Web page exclusively for the use of the Contract Users ("State Web page"). This Web page shall post the Master Agreement, Product Schedule (including position descriptions and pricing), Procedures, Contact Information, and Escalation Information. Details will be refined upon award of any contract(s).

Vendor shall indicate acceptance of this requirement or explain any exceptions in the Questionnaire.

#### **5.5 Escalation Information**

The vendor must provide 24-hour, 7-day procedures to be used by the State – this must include business and home phone numbers, pager numbers, and e-mail addresses to reach supervisors, managers, directors, and company officers. The vendor must describe any automatic escalation that takes place within the organization without intervention by the State. Escalation Information must be maintained and updated by the vendor on the State Web page.

Vendor must provide the above-requested information in the Questionnaire.

#### **5.6 Political Subdivisions**

The State expects the awarded vendor(s) to extend the pricing and terms of any contract(s) resulting from this RFP to Connecticut political subdivisions, as defined in the Connecticut General Statutes.

Vendor shall indicate acceptance of this requirement or explain any exceptions in the Questionnaire.

#### **5.7 Universal Web Site Accessibility**

All IT professionals deployed on assignments/projects involving Web site development or Internet-based applications must be trained through a State acceptable program that offers certification for Universal Web Site Accessibility. Vendor must provide proof of training at time of resume request. A list of State acceptable programs may be found at the following Web site:

[http://www.ct.gov/doit/lib/doit/purchase/awards/universal\\_web\\_site\\_accessibility\\_acceptable\\_programs.doc](http://www.ct.gov/doit/lib/doit/purchase/awards/universal_web_site_accessibility_acceptable_programs.doc)

By signing *Attachment 7: Vendor Proposal Validation and Authentication Statement*, vendor indicates acceptance of this requirement.



## 6 Pricing

### 6.1 Pricing Methodology

The State seeks to establish a competitive and standardized rate card with each contracted vendor. The rate card will define employee pay rates along with a fixed vendor mark-up % per position category/title, and these will serve as ceiling rates (i.e. “not to exceed” rates) for all future work. When submitting resumes in response to a Contract User request, the vendor must submit the corresponding employee pay rate for each individual presented which, after factoring in the corresponding vendor mark-up %, must be less than or equal to the ceiling rate for the position category(ies)/title(s) requested. The Contract User will then determine based on cost and quality considerations, the most appropriate resource(s) for its needs. Rates submitted will be effective for the duration of the assignment/project, even in the event of any extension to the assignment/project.

For work requested to be given to an SBE or MBE, the vendor will be responsible for any subcontracting arrangements, and must submit qualified resumes for the requested position category(ies)/title(s).

**Note:** Vendor will be responsible for negotiating with SBEs/MBEs in order to provide such resources at no additional premium to the rate card pricing.

Vendor must complete worksheet ‘**A. Pricing and Resources**’ of the Product Schedule with its proposed pricing. The Product Schedule contains each position category/title on which the State requires the vendor to submit proposed pay rates and mark-up %. Worksheet ‘**C. Position Descriptions**’ provides detailed descriptions – Job Description, Minimum Experience (# of Years), Required Experience/Knowledge/Skills, and Desired Environments/Languages/Skills (depending on specific staffing request) – for each position category/title in question.

### 6.2 Current Rates

The table below lists the lowest rates that the State is currently paying for similar positions. The significant consolidation in vendor base that the State seeks through this RFP process is expected to yield more aggressive pricing than the State currently has with any vendor. Therefore, vendor Cost proposals should aim to meet or exceed the lowest current rates available.

<u>Position Category</u>	<u>Position Title</u>	<u>Current Rates for Similar Positions (\$ per Hour)</u>
Programmers	(1.1) Programmer	\$35.00
Developers	(2.1) Systems Developer 1	38.00
	(2.2) Systems Developer 2	44.00
	(2.3) Systems Developer 3	47.00
Technical Analysts	(3.1) Technical Analyst 1	45.00
	(3.2) Technical Analyst 2	49.75
Project Managers	(4.1) Project Manager	52.50
Administrators	(5.1) Administrator-Technical Analyst 1	44.00
	(5.2) Administrator-Technical Analyst 2	47.00

<u>Position Category</u>	<u>Position Title</u>	<u>Current Rates for Similar Positions (\$ per Hour)</u>
	(5.3) Administrator-Technical Analyst 3	53.00
	(5.4) Information Systems Administrator	47.00
LAN Specialists	(6.1) LAN Specialist	45.00
Engineers	(7.1) Technical Specialist	39.00
	(7.2) Telecommunications Engineer	52.00
	(7.3) Engineer-Technical Analyst 1	38.75
	(7.4) Engineer-Technical Analyst 2	44.00
	(7.5) Engineer-Technical Analyst 3	48.00
	(7.6) Engineer-Technical Analyst 4	53.00
Technical Writers	(8.1) Technical Writer/Editor	31.00
Computer Operators	(9.1) Computer Operator 1	25.00
	(9.2) Computer Operator 2	29.00
Security Specialists	(10.1) Security Analyst	52.00
E-Commerce	(11.1) E-Commerce-Systems Developer	49.00
	(11.2) E-Commerce-Technical Analyst 1	37.00
	(11.3) E-Commerce-Technical Analyst 2	39.00
	(11.4) E-Commerce-Technical Analyst 3	48.00
	(11.5) E-Commerce-Technical Analyst 4	53.73

### **6.3 Discounts**

On worksheet '**B. Other Incentives**' of the Product Schedule, vendor may propose additional incentives to the State and its Contract Users based on the following criteria:

Payment Terms: Propose an additional percentage discount on pricing to be extended to each monthly invoice that is paid within a time period shorter than the standard net 45 days, or via Electronic Funds Transfer (EFT).

Additional Discounts: Vendor must describe in detail, any additional discounts it would like to propose to the State.

**Note**: The State will not consider rebates.

## **7 Proposal Evaluation**

### **7.1 Business Evaluation**

The Evaluation Team will review and score all proposals. The Team will be composed of State purchasing officials in addition to a selection of key IT Professional Services end-users from across various State government bodies. All proposals meeting the stated administrative requirements will be reviewed and scored for Business merit using the following criteria:

1. Applicable Content
  - Ability to meet the general requirements, and terms and conditions (as detailed in this RFP)
  - Use of SBEs and MBEs in providing the State's services
  - Demonstrated ability to service clients having a similar scope of work, and customer references (including experience with other government entities)
2. Business Information
  - Length of time in business
  - Financial stability
3. Account Management
  - Strategy for managing contract and customer service approach
  - Reporting capabilities
4. Service and Quality
  - Ability to meet or exceed the service requirements (including resume requirements)

### **7.2 Costs Evaluation**

All proposals meeting the thresholds for Business merit will have Costs opened and evaluated.

## Sample Report - Monthly Spend

Summary		
Vendor	IT Staffing Co.	
Current Month	Dec '04	
Total Invoiced Amount (Current Month)	\$ 34,295.00	
Total Invoiced Amount with SBEs (Current Month)	\$ 9,600.00	28%
Total Invoiced Amount (Fiscal Year-to-Date)	\$ 357,000.00	
Total Invoiced Amount with SBEs (Fiscal Year-to-Date)	\$ 95,600.00	27%

Contract User	Invoice Date	Invoice Number	PO Date	PO Number	Project Name	Position Category	Position Title	Employee Name	Employee Unique ID	Employee Company (if subcontracted)	SBE? (Y/N)	Requesting Manager Name	Time Worked (# of Hrs)	Employee Pay Rate (Hourly)	Vendor Mark-up %	Overall Bill Rate (Hourly)	Invoiced Amount - Current Month
DOT	7/1/2004	12345	6/3/2004	AB-123	Project 1	Programmers	Programmer	Jane Doe	9897		N	Mary Johnson	120.00	\$ 25.00	12.5%	\$ 28.13	\$ 3,375.00
DOT	7/1/2004	12345	6/3/2004	AB-123	Project 1	Developers	Systems Developer 2	John Smith	9903		N	Mary Johnson	80.00	\$ 35.00	15.0%	\$ 40.25	\$ 3,220.00
DOT	7/1/2004	12345	6/3/2004	AB-123	Project 1	Technical Analysts	Technical Analyst 1	Mike Jones	9909	IT Staff LLC	Y	Mary Johnson	120.00	\$ 25.00	20.0%	\$ 30.00	\$ 3,600.00
DOT	7/1/2004	12345	6/3/2004	AB-123	Project 1	Project Managers	Project Manager	Kate Edwards	9916		N	Mary Johnson	160.00	\$ 45.00	25.0%	\$ 56.25	\$ 9,000.00
...																	
DPH	7/17/2004	12346	5/1/2004	AD-128	Project ABC	Project Managers	Project Manager	Tom Jackson	9855	XYZ IT Professionals	Y	James Chan	120.00	\$ 40.00	25.0%	\$ 50.00	\$ 6,000.00
DPH	7/17/2004	12346	5/1/2004	AD-128	Project ABC	Engineers	Engineer-Technical Analyst 3	Jason Nickels	9875		N	James Chan	208.00	\$ 35.00	25.0%	\$ 43.75	\$ 9,100.00
...																	
TOTALS																	\$ 34,295.00

## Sample Report - Rate Card Compliance

Summary	
Vendor	IT Staffing Co.
Current Month	Dec '04
Rate Card "Ceiling" Non-Compliance?	1

Contract User						Position Category	Position Title	Employee Name	Employee Unique ID	Employee Company (if subcontracted)	SBE? (Y/N)	Requesting Manager Name		Employee Pay Rate (Hourly)	Vendor Mark-up %	Overall Bill Rate (Hourly)	Rate Card "Ceiling" for Position Title	Flag if Non-Compliant
DOT						Programmers	Programmer	Jane Doe	9897		N	Mary Johnson		\$ 25.00	12.5%	\$ 28.13	\$ 30.00	
DOT						Developers	Systems Developer 2	John Smith	9903		N	Mary Johnson		\$ 35.00	15.0%	\$ 40.25	\$ 40.00	!
DOT						Technical Analysts	Technical Analyst 1	Mike Jones	9909	IT Staff LLC	Y	Mary Johnson		\$ 25.00	20.0%	\$ 30.00	\$ 30.00	
DOT						Project Managers	Project Manager	Kate Edwards	9916		N	Mary Johnson		\$ 45.00	25.0%	\$ 56.25	\$ 57.50	
...																		
DPH						Project Managers	Project Manager	Tom Jackson	9855	XYZ IT Professionals	Y	James Chan		\$ 40.00	25.0%	\$ 50.00	\$ 57.50	
DPH						Engineers	Engineer-Technical Analyst 3	Jason Nickels	9875		N	James Chan		\$ 35.00	25.0%	\$ 43.75	\$ 45.00	
...																		

## Sample Report - Quarterly SBE Spend

Summary	
Vendor	IT Staffing Co.
Current Quarter	Oct '04 - Dec '04
Total Invoiced Amount (Current Quarter)	\$ 198,000.00
Total Invoiced Amount with SBEs (Current Quarter)	\$ 52,000.00
SBE as % of Spend (Current Quarter)	26%
Total Invoiced Amount (Fiscal Year-to-Date)	\$ 357,000.00
Total Invoiced Amount with SBEs (Fiscal Year-to-Date)	\$ 95,600.00
SBE as % of Spend (Fiscal Year-to-Date)	27%

**Note: A similar report on MBE-only spend will also be required**

Contract User	Total Invoiced - Current Qtr	Total Invoiced - Fiscal YTD	SBE Total Invoiced - Current Qtr	SBE Total Invoiced - Fiscal YTD	SBE as % of Spend - Current Qtr	SBE as % of Spend - Fiscal YTD	SBE Company	SBE Total Invoiced - Current Qtr	SBE Total Invoiced - Fiscal YTD
DOT	\$ 30,000.00	\$ 95,000.00	\$ 10,000.00	\$ 20,000.00	33%	21%	IT Staff LLC	\$ 5,000.00	\$ 10,000.00
							ABC IT Resources	\$ -	\$ 5,000.00
							XYZ IT Professionals	\$ 3,000.00	\$ 3,000.00
							Connecticut IT Pros	\$ 2,000.00	\$ 2,000.00
DPH	\$ 60,000.00	\$ 90,000.00	\$ 25,000.00	\$ 35,000.00	42%	39%	XYZ IT Professionals	\$ 12,500.00	\$ 15,000.00
							Programmers Co.	\$ 6,500.00	\$ 12,500.00
							IT Staff LLC	\$ 6,000.00	\$ 6,000.00
							ABC Staffing	\$ -	\$ 1,500.00
LM	\$ 55,000.00	\$ 80,000.00	\$ 5,000.00	\$ 20,000.00	9%	25%	ABC IT Resources	\$ 5,000.00	\$ 10,000.00
							IT Staff LLC	\$ -	\$ 10,000.00
Judicial	\$ 33,000.00	\$ 50,000.00	\$ 7,000.00	\$ 10,600.00	21%	21%	Connecticut IT Pros	\$ 7,000.00	\$ 10,600.00
DOE	\$ 20,000.00	\$ 42,000.00	\$ 5,000.00	\$ 10,000.00	25%	24%	ABC IT Resources	\$ 5,000.00	\$ 10,000.00
...									
...									
...									
<b>TOTALS</b>	<b>\$ 198,000.00</b>	<b>\$ 357,000.00</b>	<b>\$ 52,000.00</b>	<b>\$ 95,600.00</b>	<b>26%</b>	<b>27%</b>		<b>\$ 52,000.00</b>	<b>\$ 95,600.00</b>

Vendor Name:

Submitted By:

## Questionnaire

This section is intended to provide the vendor with a set of qualitative questions and requests for information that will better allow the Evaluation Team to understand and to assess the vendor's capabilities and experience in providing the required services for the State. Vendors must include all responses in the format that this Questionnaire has provided. Answers to the questions in the table should be brief and inputted into the boxes to the right of each question. Answers to Questions 14 - 16 require more detail regarding the vendor's capability to service the State, and should be inserted directly below each question – these responses must be limited to two pages. Any accompanying document should be clearly labeled as to the section or question it is addressing.

Question	Response																																			
<b>Sec. 4.1 Organizational Description</b> <ul style="list-style-type: none"><li>- List of all locations</li><li>- Proposed account staffing</li><li>- IT professional resources (State number of resources per position category/title per type, e.g. W-2 and 1099). If your company has set up subcontracting relationships with other vendors to respond to this RFP, indicate the number of your company's W-2 and 1099 resources, and the number of such resources belonging to other vendors.</li></ul>	<p><b>Locations:</b></p> <p><b>Staffing:</b></p> <p><b>Resources:</b></p> <p><b>Note:</b> Vendors must respond to this portion in the Product Schedule (in Worksheet 'A. Pricing and Resources' of the accompanying Excel file entitled <i>Exhibit B – RFP Product Schedule.xls</i>)</p>																																			
<b>Sec. 4.5</b> Vendor agrees to <b>Supplier Diversity</b> requirements (Yes/No)  a. Describe how your company plans to manage its SBE/MBE subcontractor arrangements. (Vendor must respond to question even if certified as a SBE and/or MBE.)  b. Which SBE/MBE companies does your company intend to partner with to fulfill its SBE/MBE subcontracting requirements? Vendors may list as many SBE/MBE companies as they wish, however, for each company listed, indicate a contact name and phone number, and the number of years of prior experience in partnering/	<table><thead><tr><th>Company Name</th><th>Contact Name and Phone Number</th><th>SBE?</th><th>MBE?</th><th># of Yrs of Prior Experience Partnering/ Subcontracting with Company</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>	Company Name	Contact Name and Phone Number	SBE?	MBE?	# of Yrs of Prior Experience Partnering/ Subcontracting with Company																														
Company Name	Contact Name and Phone Number	SBE?	MBE?	# of Yrs of Prior Experience Partnering/ Subcontracting with Company																																

Question	Response
<p>subcontracting with the company. Vendors must also provide a copy of DAS certification with their RFP response showing that the company is recognized as an SBE and/or MBE.</p> <p><b>Note:</b> Inability to verify contact may result in disqualification of vendor</p>	
<p><b>Sec. 4.6 References</b></p> <ul style="list-style-type: none"> <li>- Reference Organization Name</li> <li>- Contact Person Name/Title</li> <li>- Address</li> <li>- Telephone Number (Direct)</li> <li>- E-mail Address</li> <li>- Description of Size of Account (e.g. Number and type of IT professional resources deployed, annual revenue from customer, etc.)</li> </ul> <p>Vendors must provide at least one reference of a customer (for whom they acted as one of a limited set of primary vendors) who had the option to extend a contract, but chose not to do so.</p> <p><b>Note:</b> Inability to verify references may result in disqualification of vendor.</p>	<p><b><u>Reference #1</u></b></p> <p>Organization Name:  Contact Person Name/Title:  Address:  Telephone Number (Direct):  E-mail Address:  Description of the Size of the Account:</p> <hr/> <p><b><u>Reference #2</u></b></p> <p>Organization Name:  Contact Person Name/Title:  Address:  Telephone Number (Direct):  E-mail Address:  Description of the Size of the Account:</p> <hr/> <p><b><u>Reference #3</u></b></p> <p>Organization Name:  Contact Person Name/Title:  Address:  Telephone Number (Direct):  E-mail Address:  Description of the Size of the Account:</p>

Question	Response
<p><b>Sec. 5.3</b> Vendor agrees to <b>Management Reporting</b> requirements (Yes/No)</p> <p>Provide a list of all the types of information to be provided to the State on a monthly and quarterly basis.</p> <p>Attach actual examples of your company's more sophisticated management reports, as related to IT Professional Services, which are in existence currently. Vendors are welcome to hide or delete identifying information from current client reports if they have confidentiality concerns, as long as it is possible to determine the nature of the report and the types of information captured by that report. Alternatively, vendors may provide "sample" reports with sample data, as long as they are identical to the types of reports that can be provided to the State.</p>	
<p><b>Sec. 5.4</b> Vendor agrees to <b>Web Page for Contract Users</b> requirement (Yes/No)</p>	



Question	Response																								
<b>Sec. 5.5 Escalation Information</b> Describe the escalation procedure that would be employed for the State account, including expected response times.  Provide contact information for the State to use in the event of an escalation need.	<div> Contact Person Name/Title:  Telephone Number (Business):  Telephone Number (Cell):  Telephone Number (Home):  Telephone Number (Pager):  E-mail Address: </div> <div> Contact Person Name/Title:  Telephone Number (Business):  Telephone Number (Cell):  Telephone Number (Home):  Telephone Number (Pager):  E-mail Address: </div> <div> Contact Person Name/Title:  Telephone Number (Business):  Telephone Number (Cell):  Telephone Number (Home):  Telephone Number (Pager):  E-mail Address: </div> <div> Contact Person Name/Title:  Telephone Number (Business):  Telephone Number (Cell):  Telephone Number (Home):  Telephone Number (Pager):  E-mail Address: </div>																								
<b>Sec. 5.6</b> Vendor agrees to <b>Political Subdivisions</b> requirements (Yes/No)																									
<b>Additional Questions</b>																									
1. What is your company's main line of business?																									
2. How many years has your company been in business?																									
3. Who are your five largest customers? What was your 2003 revenue from each of those customers?	<table border="1"> <thead> <tr> <th>Customer Name</th><th>Address</th><th>Phone Number</th><th>2003 Revenue from Customer (\$)</th></tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td><td></td></tr> <tr><td>4.</td><td></td><td></td><td></td></tr> <tr><td>5.</td><td></td><td></td><td></td></tr> </tbody> </table>	Customer Name	Address	Phone Number	2003 Revenue from Customer (\$)	1.				2.				3.				4.				5.			
Customer Name	Address	Phone Number	2003 Revenue from Customer (\$)																						
1.																									
2.																									
3.																									
4.																									
5.																									

Question	Response																		
4. Provide financial information to establish your company's financial viability.																			
5. Has your company been part of any legal proceedings (actual suits against your company) either currently or in the past? If so, briefly describe them and note the date of the initial filing (and resolution, if applicable).																			
6. Indicate whether your company has been or is the subject of a bankruptcy or insolvency proceeding or subject of assignment for benefit of creditors.																			
7. Provide the name, description and approximate size in annual revenue received of each government account, including current accounts and those that ended within the past twelve months. If your company has many such clients, limit your list to 5 representative clients. An illustrative example of the level of response being sought is: "The State of Arizona, current client with approximately \$1 million revenue received in 2002-2003."	<div>1.</div> <div>2.</div> <div>3.</div> <div>4.</div> <div>5.</div>																		
8a. If your company has set up subcontracting relationships with other vendors to respond to this RFP, state your company's annual revenue (last fiscal year) and each subcontractor's annual revenue (last fiscal year).	<table border="1"> <thead> <tr> <th>Vendor Name</th><th>Annual Revenue (MM)</th><th>Fiscal Year</th></tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td></tr> <tr><td>4.</td><td></td><td></td></tr> <tr><td>5.</td><td></td><td></td></tr> </tbody> </table>	Vendor Name	Annual Revenue (MM)	Fiscal Year	1.			2.			3.			4.			5.		
Vendor Name	Annual Revenue (MM)	Fiscal Year																	
1.																			
2.																			
3.																			
4.																			
5.																			
8b. If your company has set up subcontracting relationships with other vendors to respond to this RFP, attach a copy of the signature page of your agreement with each subcontractor.																			
9. Does your company have electronic funds transfer capability? Describe the system, transfer time intervals and reporting methods.																			
10. Does your company use electronic timesheets to track IT professional usage?																			

Question	Response
<p>11. Do your company have a process in place to receive and respond to customer feedback? If so, describe how feedback is usually provided, the average time between receipt of feedback and response, etc.</p>	
<p>12. Describe the disaster recovery capabilities and procedures (e.g. data backup) your company would have in place for the State in the event of being awarded a contract.</p>	
<p>13. Is your company registered with the Office of the Connecticut Secretary of State? (Yes/No)</p> <p>If "Yes," Registration Date:</p> <p>If "No," upon request, your company must provide a <i>Certificate of Legal Existence</i> issued by the Connecticut Secretary of State's Office. Website: <a href="http://www.sots.state.ct.us">www.sots.state.ct.us</a></p>	

14. Describe how your company would handle implementation of your program if awarded part or all of the State's business, addressing each of the below items. (Your responses must be limited to two pages.)
- Explain how your company would handle IT professionals in existing assignments that the State wanted to retain (e.g. resource wishes to transition from existing employer to your company, resource does not wish to leave existing employer, etc.)
  - Provide a work plan with a timeline for implementation/transition which addresses all aspects of executing such a program
  - Provide examples of how your company have executed similar programs, along with the issues faced, lessons learned, pitfalls to avoid, and key success factors
15. Is it possible to develop and maintain a database of anonymous resumes by Position Category/Title to be searchable by Contract Users? If so, describe how the database would work. (Your responses must be limited to two pages.)
16. The State is interested in soliciting your non-price ideas for decreasing its IT Professional Services spend. Describe your suggestions and provide concrete examples of their effectiveness, with description of successful past implementation and/or snapshots of sample reports, if applicable. (Your responses must be limited to two pages.)

## Product Schedule

### Instructions

Vendor Name: \_\_\_\_\_  
Submitted By: \_\_\_\_\_

Worksheet	Worksheet Name	Instructions
ALL	(ALL)	<p>The vendor must <b>ONLY</b> fill in cells highlighted in yellow. There should not be any reason to make other notations. It is critical that the vendor does not change the format of these templates and that pricing and information is submitted exactly as requested for the vendor's proposal to be considered properly responsive.</p> <p><b>Start by filling the "Vendor Name" and "Submitted By" fields above.</b> The data will automatically be transferred onto the other tabs of this workbook.</p>
A.	Pricing and Resources	<p>The State seeks to establish a competitive and standardized rate card with each contracted vendor. The rate card will define employee pay rates along with a fixed vendor mark-up % per position category/title, and these will serve as ceiling rates (i.e. "not to exceed" rates) for all future work.</p> <p>The vendor must complete this worksheet with its proposed pricing. <b>The State requires the vendor to submit proposed pay rates and mark-up %s for each position category/title listed.</b> Failure to submit proposed pricing for each position category/title may result in disqualification.</p> <p>Additionally, the vendor must indicate the number of W-2 and 1099 employees available on this worksheet.</p>
B.	Other Incentives	<p>The vendor may use this worksheet to propose additional incentives to the State and its Contract Users based on the following criteria:</p> <p><u>Payment Terms</u> - Propose an additional percentage discount on pricing to be extended to each monthly invoice that is paid within a time period shorter than the standard net 45 days, or via Electronic Funds Transfer (EFT).</p> <p><u>Additional Discounts</u> - Vendor must describe in detail, any additional discounts it would like to propose to the State.</p> <p><b>Note:</b> The State will not consider rebates.</p>
C.	Position Descriptions	<p><i>This worksheet is for reference purposes only. The vendor is not required to provide any information on this worksheet.</i></p> <p>This worksheet provides detailed descriptions – Job Description, Minimum Experience (# of Years), Required Experience/Knowledge/Skills, and Desired Environments/Languages/Skills (depending on specific staffing request) – for each position category/title for which the State requires the vendor to submit proposed pay rates and mark-up %s.</p>

## Product Schedule

Vendor Name: 0

### A. Pricing and Resources

Pricing					Resources	
Position Category	Position Title	Proposed Employee Pay Rate (\$ per Hour)	Proposed Vendor Mark-up (% of Pay Rate)	Proposed Overall Bill Rate (\$ per Hour, Calculated)	No. of W-2 Employees	No. of 1099 Employees
Programmers	(1.1) Programmer			\$ -		
Developers	(2.1) Systems Developer 1			\$ -		
	(2.2) Systems Developer 2			\$ -		
	(2.3) Systems Developer 3			\$ -		
Technical Analysts	(3.1) Technical Analyst 1			\$ -		
	(3.2) Technical Analyst 2			\$ -		
Project Managers	(4.1) Project Manager			\$ -		
Administrators	(5.1) Administrator-Technical Analyst 1			\$ -		
	(5.2) Administrator-Technical Analyst 2			\$ -		
	(5.3) Administrator-Technical Analyst 3			\$ -		
	(5.4) Information Systems Administrator			\$ -		
LAN Specialists	(6.1) LAN Specialist			\$ -		
Engineers	(7.1) Technical Specialist			\$ -		
	(7.2) Telecommunications Engineer			\$ -		
	(7.3) Engineer-Technical Analyst 1			\$ -		
	(7.4) Engineer-Technical Analyst 2			\$ -		
	(7.5) Engineer-Technical Analyst 3			\$ -		
	(7.6) Engineer-Technical Analyst 4			\$ -		
Technical Writers	(8.1) Technical Writer/Editor			\$ -		
Computer Operators	(9.1) Computer Operator 1			\$ -		
	(9.2) Computer Operator 2			\$ -		
Security Specialists	(10.1) Security Analyst			\$ -		
E-Commerce	(11.1) E-Commerce-Systems Developer			\$ -		
	(11.2) E-Commerce-Technical Analyst 1			\$ -		
	(11.3) E-Commerce-Technical Analyst 2			\$ -		
	(11.4) E-Commerce-Technical Analyst 3			\$ -		
	(11.5) E-Commerce-Technical Analyst 4			\$ -		

Product Schedule

Vendor Name: \_\_\_\_\_

B. Other Incentives

Payment Terms Discounts

Instructions: Propose an additional percentage discount on pricing to be extended to each invoice that is paid within a time period shorter than the standard net 45 days, or via Electronic Funds Transfer (EFT).

Early Payment (Net Days)	% Off Invoice
10	
15	
30	

Payment Method	% Off Invoice
Payment via EFT	

Additional Discounts

Instructions: Propose any additional discounts. Use the space below to describe in detail any such discounts. (Note: The State will not consider rebates.)


## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Programmers	(1.1) Programmer	Programmer, Research Analyst/Statistician
<b>Job Description</b>	Computer programming and providing programming support for agency information systems. Works under the supervision of a systems developer or an employee of higher grade. May lead IS interns as well as other IS staff and clerical personnel in assigned areas of responsibility. Prepares computer programs for solution of business problems from narrative statements, program specifications and other data as source materials.	Prepares program specifications and test data. Prepares charts and diagrams. Provides user documentation. Prepares operational documentation such as job control language, file structure definitions, processing sequences and relationships, error handling procedures, sample outputs, output distribution, and backup and recovery procedures. Performs unit tests. Debugs/corrects errors.	Maintains and enhances existing programs. Assists in microcomputer hardware/software installation and support. Uses programmer productivity tools. May assist systems developers in analysis, design and development of information systems. May provide user training. May perform system tests. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	1 year		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Knowledge of principles and techniques of computer programming</li> <li>- Knowledge of principles of information systems</li> <li>- Knowledge of concepts of computer operating systems</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of programming languages</li> <li>- Interpersonal skills</li> <li>- Oral and written communication skills</li> <li>- Problem-solving skills</li> <li>- Logic and analytical skills</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to prepare manuals, reports and documentation</li> <li>- Ability to write, test and debug computer programs</li> <li>- Ability to use programming development tools</li> <li>- Ability to follow oral and written instructions</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Access methods (VSAM, QSAM, etc.)</li> <li>- COBOL (II, ANSI, LE, VS)</li> <li>- C/C++</li> <li>- Database (Access, dBase, MS/SQL, Oracle, PACE, PowerBuilder, Sybase, etc.)</li> <li>- FoxPro, FoxPro for Windows</li> <li>- IBM 308X and/or 3090 computer and teleprocessing equipment, OS/390 environment</li> <li>- IBM (Assembler, CICS, System Utilities)</li> </ul>	<ul style="list-style-type: none"> <li>- Job Control Language (JCL)</li> <li>- Linkage Editor</li> <li>- Panvalet</li> <li>- Paradox, Paradox for Windows</li> <li>- Procedure language</li> <li>- Research Analyst/Statistician (SAS, SPSS, or other statistical package; degree in Math or Statistics)</li> <li>- Shell programming</li> </ul>	<ul style="list-style-type: none"> <li>- SQL</li> <li>- System development aids</li> <li>- Transaction Interface Package (TIP)- TSO/ISPF</li> <li>- UNISYS 1100 and/or 90 series</li> <li>- UNIX (5 environment, administration)</li> <li>- Visual Basic applications</li> <li>- Wang (System Utilities, VS environment)</li> </ul>

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Developers	(2.1) Systems Developer 1	Developer, Programmer, Sr. Programmer, Programmer/Analyst, Systems Analyst
Job Description	Computer programming and assisting in the design, development, and support of information systems. Works under the supervision of a systems developer or an employee of higher grade. May lead other IS staff and clerical personnel in assigned areas of responsibility.	"Programmer" plus: Prepares program specifications and test data for own work as well as for other programmers. Assists in analysis of business needs. Assists in design, development and implementation of information systems solutions. Prepares time and cost estimates for own work. Assists in development of functional requirements with customer groups. Assists in development of system specifications.	Assists in definition of work and/or data flow. Assists in arranging necessary hardware and software availability. Designs screens, forms and reports. Assists with design and development of tables and relationships. Provides customer and/or system support as needed. Prepares progress reports. May train staff and customers in use of computer systems and software packages. Performs related duties as required.
Min. Experience (# of Years)	3 years		
Required Experience/ Knowledge/Skills	"Programmer" plus: - Considerable knowledge of principles and techniques of computer programming - Considerable knowledge of programming languages	- Knowledge of computer operating systems - Knowledge of fundamental principles and theories of business and planning functions - Knowledge of principles and techniques of systems analysis, design and development	- Knowledge of capabilities of computer equipment and technology - Considerable ability to write, test and debug computer programs - Ability to identify, analyze and resolve simple business and technical problems
Desired Environments/ Languages/Skills (depending on specific staffing request)	- Access methods (VSAM, VTAM, QSAM, etc.) - BOBS/CATER - Languages (C/C++, COBOL, Digital Command (DCL), Job Control (JCL) - CDD Repository - Client/Server based systems - Communication Management System (CMS), Data Management System (DMS), Record Management System (RMS), RMS File Descriptor Language, Total Information Management System (TIMS) - COBRA - Database (Access, DBase, MS/SQL, Oracle, etc.) - Datatrieve (DTR) - Data Warehouse - DEC, DEC/Oracle RDB - DCOM - FoxPro, FoxPro for Windows	- IBM (308X, 3090, 9672 computers or equivalent, Assembler, Data Dictionary, FOCUS, MVA/ESA system utilities) - Java/Advanced Java (applets, data access via JDBC, EJBs, Java Application Server, Java Security, JSPs, servlets, VisualAge), Java Certification - JetForms InTempo (Workflow applications including Process Designer, Role Builder) - Language Sensitive Editor (LSE) - Linkage Editor - Lotus Domino (Web and Workflow) - Lotus Notes Professional Certification (CLP) - MS Project - Novell and/or Banyan environment - Object-oriented technology - Operating systems (OMEGAMON, Open VMS, RMF)	- Panvalet - Paradox, Paradox for Windows - PeopleSoft (AppEngine, Crystal reports, development of interfaces between PeopleSoft and customer sub-systems, Financials, Human Resources, mapping customer legacy data elements to PeopleSoft data elements, panels, PeopleCode, PeopleSoft Certification, PeopleTools, PSQuery, SQL, SQR, 8x development toolsets) - Powerhouse - Rapid Application Development - SQL - TCP/IP programming - Three-tiered distributed applications - TSO/ISPF - UNISYS 1100 or equivalent - VAX/DEC Basic - Visual Basic



## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Developers	(2.2) Systems Developer 2	Analyst/Designer, Business Systems Analyst, Assistant Data Communication Coordinator, Developer, Sr. Developer, Programmer, Sr. Programmer, Programmer/Analyst, Sr. Programmer/Analyst, Systems Analyst
Job Description	Design, development, programming and support of information systems. Works under the general supervision of a systems developer or other employee of higher grade. May lead other IS staff and clerical personnel in assigned areas of responsibility.	"Systems Developer 1" plus: Analyzes business needs and designs, develops and implements information systems solutions. Provides continuity by consulting with business customer from definition of business need or problem through implementation of solution. Develops functional requirements with customer groups. Prepares time and cost estimates. Initiates purchase requests. Writes program and system specifications. Defines work and/or data flow.	Defines data elements. Designs and develops tables and relationships. Arranges necessary hardware and software availability. Provides and maintains documentation and manuals necessary at customer and operational levels. Trains staff and customers in use of computer systems and software packages. Participates in management briefings. May prepare computer programs for solution of business problems. Performs related duties as required.
Min. Experience (# of Years)	5 years		
Required Experience/ Knowledge/Skills	"Systems Developer 1" plus: - Considerable knowledge of principles and techniques of systems analysis, design, development and computer programming - Considerable knowledge of principles of	information systems - Knowledge of principles and theories of business and planning functions - Considerable oral and written communication skills	- Considerable logic and analytical skills - Ability to use programming development tools - Ability to identify, analyze and resolve business and technical problems
Desired Environments/ Languages/Skills (depending on specific staffing request)	- Access methods (VSAM, QSAM, etc.) - COBOL (72/85, II, ANSI, LE) - C/C++ - CASE products - Client/Server - CMS - DASD control language - Database (DB2, MS/SQL, Oracle, PACE, PowerBuilder, Sybase, UNIFY, etc.) - Database structures (HISAM, SHISAM, GSAM, HIDAM, HDAM) - Data models, data & process flow diagrams - DBDs, PSBs, PCBs - DEC Test Manager (DTM) - Digital Command Language (DCL) - Distributed Communications Architecture (DCA) - EXEC operating system - FoxPro, FoxPro for Windows - IBM (Assembler, CICS, Data Dictionary, OS/390 environment, System Utilities) - IMS (Command level, DL/1, ISPF)	- Instruction and curriculum development in a Microsoft NT systems environment - Joint Application Development (JAD) - Job Control Language (JCL) - Linkage Editor - MS Project - Novell and/or Banyan environment - Object-oriented technology - Panvalet - Paradox, Paradox for Windows - PeopleSoft (AppEngine, AppMessaging, Crystal reports, development of interfaces between PeopleSoft and customer sub-systems, development of online and batch functionality, EPM data warehouse, Financials (G/L, Purchasing, A/R, Bid Mgmt, A/P, E-Procurement, and S-Procurement), and/or Human Resources (HR, Payroll, Benefits Admin. and Time & Labor) modules and module integration, implementation experience, Informatica, mapping customer legacy data elements to PeopleSoft data elements,	panels, PeopleCode, PeopleSoft Certification, PeopleTools, PSQuery, SQL, SQR, 8x development toolsets) - QMF - RDB - Record Management System (RMS) - Shell programming - SQL - System development aids - Teleprocessing programming - TELON - Three-tiered distributed applications - Transaction Interface Package (TIP) - TSO/ISPF - UNISYS 1100 or equivalent - UNIX (5 environment) - VAX/DEC Basic - VS, VM, VMS, Open VMS operating system - Wang (System Utilities, VS environment)

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	<b>Developers</b>	<b>(2.3) Systems Developer 3</b>	Analyst, Sr. Analyst, Data Administrator, Data Architect, Systems Analyst, Sr. Systems Analyst
<b>Job Description</b>	Accountable for acting as an information systems development project coordinator, responsible for coordinating the analysis, design, development, programming and support of information systems. Responsible for overseeing an entire large information systems development project or multiple smaller projects. Project coordination duties may include multiple contacts with customers, vendors, consultants, other information systems professionals, and management staff within and/or outside of the agency. Make decisions based on many variables and those decisions directly impact the outcome of projects.	Receives general direction from employee of higher grade. May lead systems developers, programmers and other information systems staff and clerical employees as assigned. <b>"Systems Developer 2" plus:</b> Plans, coordinates and schedules assigned projects. Coordinates resources. Ensures timely completion of all phases of project. Assists in re-engineering of business systems. Assists in budget development. Participates in RFP process. Coordinates and/or provides customer and/or system support as needed.	Coordinates training of staff and customers in use of computer systems and software packages. Plans, coordinates and conducts project briefings with management and customers. Exercises limited administrative responsibility over other developers and/or programmers, i.e. budget, assignments, training, supervision, review and evaluation in role of project leader. Prepares program specifications and test data for own work and other staff. May facilitate meetings. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	6 years		
<b>Required Experience/ Knowledge/Skills</b>	<b>"Systems Developer 2" plus:</b> - Considerable knowledge of principles and theories of business and planning functions - Considerable knowledge of capabilities of computer technology	- Knowledge of project management principles and techniques - Basic Knowledge of principles and techniques of business information systems re-engineering - Considerable problem solving skills	- Project coordination skills - Considerable ability to prepare manuals, reports, documentation and other written materials - Considerable ability to identify, analyze and resolve complex business and technical problems
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	- Access methods (VSAM, QSAM, etc.) - CASE products - CDD Repository - CICS or CICS development software (i.e. DMS/CICS and TELON) - COBOL (II, LE) - Communication Management Systems (CMS), Data Management System (DMS), Distributed Communication Architecture (DCA), Total Information Management System (TIMS) - Database structures (SHISAM, GSAM, HISAM, HIDAM, HDAM) - Data modeling, modeling tools such as Cayenne Groundworks - Data Warehouse and related strategies - DB2, DBMS, DBRAD - DEC VAX under VMS, DEC RDB, VAX Basic - Digital Command Language (DCL)	- Digital VMS Operating System including DCL VMS system utilities and editors - DXT - FOCUS batch and on-line with IMS or DB2 interface - IBM (9672 computers or equivalent, Data Dictionary, OS/390, System Utilities) - IMS (analysis, batch/teleprocessing programming, DL/1 DB) - Joint Analysis and Design (JAD) - JCL - Linkage Editor - Object-Oriented Technology - PACE - Panvalet - Powerhouse - QMF - RMS file handling techniques	- Spread Financial Modeling System, Spread PowerStation - SQL - TSO/ISPF - UNISYS 1100 series - Wang (System Utilities, VS computers) - Working knowledge of DBD's, PSB's, and PCB's - Ability to develop data strategies and data architecture, translate reporting requirements into data requirements, convert data from legacy systems into PeopleSoft HRMS, Financials and/or Enterprise Performance Warehouse; experience working as a PeopleSoft Oracle DBA; knowledge of PeopleSoft applications, PeopleTools tables and the system Conceptual Data Model; experience w/ PeopleSoft EPM, Oracle SQL, SQR, Crystal Reports and Informatica; experience implementing PS HRMS and/or Financials; experience mapping PeopleSoft data elements to customer system data elements

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Technical Analysts	(3.1) Technical Analyst 1	Assistant Data Communication Analyst, Sr. Technical Analyst
<b>Job Description</b>	Accountable for solving complex network problems, designing configurations of networks and coordinating and implementing data communications activities for administering a mid-range computer or complex LAN or for assisting in basic host systems software support functions. Works under the supervision of a data processing employee of a higher grade. May lead technical and clerical staff as assigned.	Configures and installs application packages. Configures and certifies wiring. Adds and/or deletes users. Administers electronic mail systems including adding and deleting mailboxes, monitoring mail flow and establishing delivery policies. Maintains integrity of software. Applies software fixes and upgrades. Performs backups for LAN servers. Analyzes and resolves network and operational problems. Diagnoses and resolves network problems utilizing traces, hardware diagnostic tools and software aids. Generates and analyzes reports of network usage from network management systems. Configures terminals and other I/O devices into communications network. Determines network hardware and/or software needs and recommends system upgrades.	Installs hubs, routers, bridges, gateways, servers, multiplexors, modems and other communications equipment. Writes utilities for system management, reporting, file clean up and auditing. Assigns user identifications and passwords. Coordinates backups and file management with operations staff. Assists in installation and maintenance of performance monitors, schedulers, program management systems and utilities, report generators and compilers. Trains and supports users on operating system, software packages and applications. Acts as liaison to hardware/software vendors, system developers, programmers and user community. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	6 years		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Considerable knowledge of data processing and data communications equipment and diagnostic tools</li> <li>- Knowledge of principles, problems and techniques of data processing and data communications operations</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of principles and techniques of programming</li> <li>- Considerable technical problem solving skills</li> <li>- Considerable logic and analytical skills</li> <li>- Interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>- Oral and written communication skills</li> <li>- Considerable ability to analyze and troubleshoot operational and data communications problems</li> <li>- Ability to analyze, troubleshoot and debug user programs</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Experience with host commands (IBM, JES), communication products and SNA applications VTAM, NETVIEW, CICS and/or LAN technologies and SNMP based network management systems, documentation products Info Management System,</li> </ul>	<ul style="list-style-type: none"> <li>telecommunication components and diagnostic equipment, modems, lines, terminals, breakout boxes, BERTS, data scopes</li> <li>- Familiarity with Digital Equipment Corp. interfaces and equipment and PCs</li> </ul>	<ul style="list-style-type: none"> <li>- DCL</li> <li>- DEC Open VMS VAX cluster environment, DECnet</li> <li>- TCP/IP</li> </ul>

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Technical Analysts	(3.2) Technical Analyst 2	Technical Architect, WAN Analyst/Designer
<b>Job Description</b>	Accountable for assisting in the design, implementation and management of a major communications network, providing a full range of technical and administrative support for a complex WAN or agency mid-range computer system or performing basic host systems software support functions in a major data processing environment. (1) In a network environment provides technical support and assists in administrative support of a major data communications section of a computer installation. (2) Provides technical and administrative support for a complex WAN with connectivity external to agency systems or a mid-range computer system which supports an entire agency's information system needs. (3) As part of a team assists in installation and maintenance of major sub-systems or may independently install and maintain other host or network software. Works under the supervision of a data processing employee of a higher grade. May lead technical and clerical staff as assigned.	<u>Major Communications Network, WAN or Agency Mid-Range Computer Environment</u> Configures and installs terminal emulation software for host connection. Applies requested software fixes for operating system. Upgrades operating system software. Diagnoses and resolves complex network problems utilizing traces, hardware diagnostic tools, software aids, network management systems and utilities. Monitors performance and status of network. Configures hardware into operating system. Provides advanced level database support and troubleshooting. Assists in design and implementation of a communications network. Evaluates new network technology. Tests and evaluates new hardware/software. Installs multiplexors, modems and other communications equipment. Configures and programs hubs, bridges, gateways and servers.	<u>Major Data Processing Environment</u> Writes system interface programs for application systems. Acts as liaison to hardware/software vendors, systems developers, programmers and user community. Assigns file access controls, encryption keys and other security attributes. Trains operators, systems developers and users on new procedures. Maintains host and/or front end processor communications software. Conducts system performance analysis, tuning and storage management. Conducts technical training programs for data processing staff. Assists in installation and maintenance of major systems such as transaction processing systems, security systems, data base management systems. Supports testing environments. Participates in design reviews and installs and maintains performance monitors, schedulers, program management systems and utilities, report generators, compilers. Performs other related duties as required.
<b>Min. Experience (# of Years)</b>	7 years		
<b>Required Experience/ Knowledge/Skills</b>	"Technical Analyst 1" plus: - Knowledge of principles and techniques of software generation and programming - Knowledge of methods and procedures used to conduct detailed analysis and design of computer	systems - Knowledge of principles of computer operating systems - Knowledge of practices and issues of systems security	- Considerable technical problem solving skills - Ability to analyze and debug complex software programs
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	- Familiarity with PBX, data switches, modems, multiplexors, T1 carrier alternatives and/or intelligent hubs, router technology, Ethernet, token ring, and associated SNMP network management systems - PeopleSoft (8x technical architecture/ infrastructure implementation experience;	Unix/AIX, Oracle, Windows 2000, multi-platform distributed processing environment experience; knowledge of broader impact of HRMS/Financials/EPM across architectural system components and critical business processes and applications;	knowledge of State govt. business practices in regards to personnel and finance; knowledge of CT hardware/software/communications infrastructure)

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Project Managers	(4.1) Project Manager	Architect/Mentor, Business Process Analyst, Project Manager, Quality Assurance Analyst/Project Leader
Job Description	Directs, or assists in directing, a large data processing installation for a State agency including programming, systems analysis and support functions. Receives administrative direction from an official of higher grade. Supervises, or may supervise, an assigned staff of technical and clerical employees.	Plans, directs, and coordinates operation of a data processing installation which includes systems analysis, programming and support functions such as computer operations and/or remote job entry. Directs development of production controls and complex processing schedules, establishment and revision of internal operating procedures,	preparation of maintenance schedules and records and development and maintenance of systems controls. Directs assignment and training of employees. Assembles data for and prepares budgets, grant applications, special projects and reports. Acts as consultant on data processing problems and new operations. Performs related duties as required.
Min. Experience (# of Years)	8 years		
Required Experience/ Knowledge/Skills	<ul style="list-style-type: none"> <li>- Considerable knowledge of data processing methods, techniques and equipment</li> <li>- Knowledge of and ability to apply management</li> </ul>	<ul style="list-style-type: none"> <li>- principles and techniques</li> <li>- Communication skills</li> <li>- Considerable interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>- Oral and written communication skills</li> <li>- Ability to analyze data processing problems and implement effective solutions</li> </ul>
Desired Environments/ Languages/Skills (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Access methods (VSAM, QSAM, etc.)</li> <li>- Business Process (Digital content/document management systems including workflow and e-commerce interfaces, Internet-based business transformation initiatives, Workflow software engine, etc.)</li> <li>- COBOL (II, DB, DB2, LE, IMS-DL/1)</li> <li>- Database structures (SHISAM, GSAM, HISAM, HIDAM, HDAM)</li> <li>- Data Management System (DMS), Distributed Communications Architecture (DCA), and Transaction Interface Package (TIP)</li> <li>- Experience managing projects to develop applications in the following environments: CICS,</li> </ul>	<ul style="list-style-type: none"> <li>Client/Server architecture, DB2, DEC, distributed Java technology, E-Commerce, Imaging, Internet/Intranet/Extranet, LAN, MVS/ESA with TSO/ISPF, Object-Oriented, Open VMS, PC, UNISYS (1100 series or equivalent), WAN, etc.</li> <li>- IBM (analysis, Data Dictionary, database system design utilizing IMS-CICS software or DB2 supported systems, OS/390 environment, System Utilities)</li> <li>- MS Project</li> <li>- Object-Oriented systems (Database background: DB2, JDBC, MS/SQL, Oracle, etc.; Java skills: applets, servlets, JSP;</li> </ul>	<ul style="list-style-type: none"> <li>experience defining and constructing reference architectures, large scale Web applications with both static and dynamically generated content, as well as creating reusable business objects)</li> <li>- PMP Certification</li> <li>- Production aids (JCL, Linkage Editor, Panvalet, system development aids, TSO/ISPF)</li> <li>- Quality Assurance (develop, implement, monitor QA plan/process; oversee software QA testing, system testing)</li> <li>- Telecommunication concepts and methods, and File Management Techniques</li> </ul>

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Administrators	(5.1) Administrator-Technical Analyst 1	Database Administrator
<b>Job Description</b>	Accountable for solving complex network problems, designing configurations of networks and coordinating and implementing data communications activities for administering a mid-range computer or complex LAN or for assisting in basic host systems software support functions. Works under the supervision of a data processing employee of a higher grade. May lead technical and clerical staff as assigned.	Configures and installs application packages. Configures and certifies wiring. Adds and/or deletes users. Administers electronic mail systems including adding and deleting mailboxes, monitoring mail flow and establishing delivery policies. Maintains integrity of software. Applies software fixes and upgrades. Performs backups for LAN servers. Analyzes and resolves network and operational problems. Diagnoses and resolves network problems utilizing traces, hardware diagnostic tools and software aids. Generates and analyzes reports of network usage from network management systems. Configures terminals and other I/O devices into communications network. Determines network hardware and/or software needs and recommends system upgrades.	Installs hubs, routers, bridges, gateways, servers, multiplexors, modems and other communications equipment. Writes utilities for system management, reporting, file clean up and auditing. Assigns user identifications and passwords. Coordinates backups and file management with operations staff. Assists in installation and maintenance of performance monitors, schedulers, program management systems and utilities, report generators and compilers. Trains and supports users on operating system, software packages and applications. Acts as liaison to hardware/software vendors, system developers, programmers and user community. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	6 years		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Considerable knowledge of data processing and data communications equipment and diagnostic tools</li> <li>- Knowledge of principles, problems and techniques of data processing and data communications operations</li> <li>- Knowledge of principles and techniques of programming</li> <li>- Considerable technical problem solving skills</li> </ul>	<ul style="list-style-type: none"> <li>- Considerable logic and analytical skills</li> <li>- Interpersonal skills</li> <li>- Oral and written communication skills</li> <li>- Considerable ability to analyze and troubleshoot operational and data communications problems</li> <li>- Ability to analyze, troubleshoot and debug user programs</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of recovery procedures, security planning, standards development, relational database design/structure, instructions and curriculum development, problems related to distributed development</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Experience w/ DB2, FOCUS, IMS, MS/SQL, ORACLE, PACE</li> <li>- DBMS administration experience in a mid-frame or LAN (Unix, Microsoft NT Server, Banyan, Novell)</li> </ul>	environment including: recovery procedures, security planning, implementation and procedures, performance monitoring/tuning, standards development, coding and analysis, file design,	relational database design/structure, implementation techniques, installation/maintenance, instructions and curriculum development, and a proficiency in the problems related to distributed development

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Administrators	(5.2) Administrator-Technical Analyst 2	Database Administrator, Systems Administrator
Job Description	Accountable for assisting in the design, implementation and management of a major communications network, providing a full range of technical and administrative support for a complex WAN or agency mid-range computer system or performing basic host systems software support functions in a major data processing environment. (1) In a network environment provides technical support and assists in administrative support of a major data communications section of a computer installation. (2) Provides technical and administrative support for a complex WAN with connectivity external to agency systems or a mid-range computer system which supports an entire agency's information system needs. (3) As part of a team assists in installation and maintenance of major sub-systems or may independently install and maintain other host or network software. Works under the supervision of a data processing employee of a higher grade. May lead technical and clerical staff as assigned.	<u>Major Communications Network, WAN or Agency Mid-Range Computer Environment</u> Configures and installs terminal emulation software for host connection. Applies requested software fixes for operating system. Upgrades operating system software. Diagnoses and resolves complex network problems utilizing traces, hardware diagnostic tools, software aids, network management systems and utilities. Monitors performance and status of network. Configures hardware into operating system. Provides advanced level database support and troubleshooting. Assists in design and implementation of a communications network. Evaluates new network technology. Tests and evaluates new hardware/software. Installs multiplexors, modems and other communications equipment. Configures and programs hubs, bridges, gateways and servers.	<u>Major Data Processing Environment</u> Writes system interface programs for application systems. Acts as liaison to hardware/software vendors, systems developers, programmers and user community. Assigns file access controls, encryption keys and other security attributes. Trains operators, systems developers and users on new procedures. Maintains host and/or front end processor communications software. Conducts system performance analysis, tuning and storage management. Conducts technical training programs for data processing staff. Assists in installation and maintenance of major systems such as transaction processing systems, security systems, data base management systems. Supports testing environments. Participates in design reviews and installs and maintains performance monitors, schedulers, program management systems and utilities, report generators, compilers. Performs other related duties as required.
Min. Experience (# of Years)	7 years		
Required Experience/ Knowledge/Skills	<ul style="list-style-type: none"> <li>- Knowledge of principles, problems and techniques of data processing and data communications operations</li> <li>- Knowledge of data processing and data communications equipment and diagnostic tools</li> <li>- Knowledge of principles and techniques of software generation and programming</li> <li>- Knowledge of methods and procedures used to</li> </ul>	<ul style="list-style-type: none"> <li>conduct detailed analysis and design of computer systems</li> <li>- Knowledge of principles of computer operating systems</li> <li>- Knowledge of principles and techniques of programming</li> <li>- Knowledge of practices and issues of systems security</li> </ul>	<ul style="list-style-type: none"> <li>- Considerable technical problem solving skills</li> <li>- Considerable logic and analytical skills</li> <li>- Interpersonal skills</li> <li>- Oral and written communication skills</li> <li>- Considerable ability to analyze, troubleshoot and resolve data communications problems</li> </ul>
Desired Environments/ Languages/Skills (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- PeopleSoft Administration experience (Implementing and supporting PeopleSoft 8x, maintaining multiple versions of PeopleTools and PeopleSoft applications, installing and configuring these various PeopleSoft environments (PIA, WebLogic, Tuxedo, and application servers and batch servers))</li> <li>- Oracle database administration experience (Ability</li> </ul>	<ul style="list-style-type: none"> <li>to debug complex infrastructure, application and database-related issues)</li> <li>- PeopleSoft EPM data warehouse administration experience</li> <li>- Experience w/ PeopleSoft Financials, HRMS, and EPM modules; QuestStat; Informatica</li> <li>- Experience w/ providing system administration in a Unix and Windows Enterprise environment</li> </ul>	<ul style="list-style-type: none"> <li>- Working knowledge and experience working w/ Unix, NT, Windows 2000 operating systems</li> <li>- Experience in planning, designing, configuring, patching, tuning and troubleshooting servers within these environments</li> <li>- Experience with UNIX/AIX, large-scale systems and PeopleSoft 8 environment</li> </ul>



## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Administrators	(5.3) Administrator-Technical Analyst 3	Database Administrator
<b>Job Description</b>	Accountable for supervising staff and overseeing the planning, analysis, design, selection, installation and implementation of an enterprise network and/or information systems. Works under the general supervision of an employee of a higher grade. Supervises applications and technical systems analysts, specialists, programmers and other technical support staff as assigned.	Coordinates installation of all application software packages. Maintains host operating systems. Designs and implements complex communications networks including disaster recovery networks. Evaluates and recommends new strategies technologies and technological directions to management. Coordinates and supervises all staff and activities in a major network control area. Makes recommendations and maintains contracts for hardware/software purchases. Coordinates application development with network and host system capabilities to ensure system integrity and interoperability. Acts as an expert resource and consultant for programmers/users and agency management on most complex problems or problems with major impact on systems.	Develops and implements host and network security policies. Makes recommendations for migration and system upgrade directions. Establishes and coordinates disaster recovery plan. Determines critical applications and personnel. Manages planning, analysis, design, selection, installation and implementation of an enterprise network and data processing systems. Establishes and administers systems security procedures and practices. Provides technical specifications as input into Requests for Proposal (RFP) processes. Participates on evaluation teams that review RFP responses. Performs facility and capacity planning and configuration management. Performs system performance analysis, tuning and storage management. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	9 years		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Considerable knowledge of principles, problems and techniques of data processing and data communications operations, equipment and diagnostic tools</li> <li>- Considerable knowledge of methods and procedures used to conduct detailed analysis and design of computer systems</li> <li>- Considerable knowledge of complex operating</li> </ul>	<ul style="list-style-type: none"> <li>systems</li> <li>- Considerable knowledge of practices and issues of systems security and disaster recovery</li> <li>- Considerable knowledge of applications systems development principles and techniques</li> <li>- Considerable knowledge of principles and theories of business and management</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of principles and techniques of project management</li> <li>- Considerable oral and written communication skills</li> <li>- Considerable technical problem solving skills</li> <li>- Considerable analytical skills</li> <li>- Interpersonal skills</li> <li>- Supervisory ability</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- COBOL/CICS/DB2 programmer experience</li> <li>- DB2 Data Base Administrator experience</li> </ul> (Responsible for backup and recovery of DB2 databases, design reviews that ensure that the logical structures presented by data administration are physically implementable, object creation/update of data structures for practicality and optimal performance, object migration, performance tuning,	producing physical structure diagrams, production problem resolution, security administration of dbms objects, space management, structural maintenance to ensure that physical database page structures are efficient and corrupt free, and answering/solving technical questions/problems for developers and users)	<ul style="list-style-type: none"> <li>- IBM OS/390 environment experience</li> <li>- Experience w/ DBA-XPRT for DB2, !DB/SMU for DB2, DB/DASD for DB2, File-Aid for DB2, CA-Prosecure, Cayenne Terrain Map &amp; Terrain for DB2, and Omegamon II for DB2</li> <li>- Knowledge of DB2 for MVS SQL including DDL, DCL, and DML</li> </ul>



## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Administrators	(5.4) Information Systems Administrator	IT Engineer
<b>Job Description</b>	Accountable for directing and coordinating complex inter-/intra-agency data processing planning efforts on a statewide basis and acting as the chief architect for the design of a statewide data processing program. Receives administrative direction from the Director of State Information Systems or an administrative employee of higher grade. Directs a staff of Associate IS Administrators in assigned areas and other project staff as assigned.	Directs staff and operations of State Information Systems for assigned agencies and/or project areas. Coordinates, plans and manages project activities. Formulates program goals and objectives. Develops or assists in development of related policy. Interprets and administers pertinent laws. Evaluates staff. Prepares or assists in preparation of project budget. Maintains contacts with individuals both within and outside who might impact project activities. Coordinates inter-/intra-agency data processing for an assigned group of agencies. Reviews IS and data processing plans/actions for assigned agencies. Determines major areas and/or functions requiring electronic data processing (EDP) support. Determines priorities and/or sequences for information systems (IS) development. Develops master plan for IS in assigned agencies.	Identifies and/or documents required procedural and/or organizational changes for IS implementation. Reviews and/or recommends administrative placement of IS unit and EDP services. Acts as project manager for Central Data Processing Services staff assigned to develop and/or implement agency IS. Recommends staffing of technical and/or functional personnel, EDP equipment and fiscal requirements for IS implementation. Oversees EDP consulting efforts for assigned agencies. Provides technical liaison between IS project and: IS Steering Committee, Advisory Council and task forces. Reviews and/or recommends EDP plans and/or activities within local and regional offices. Determines interrelationships among information system requirements. Ensures proper integration of federal, state and local reporting requirements for IS program. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	8 years		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Considerable knowledge of relevant agency policies and procedures</li> <li>- Considerable knowledge of relevant State and Federal laws, statutes and regulations</li> <li>- Considerable knowledge of methods and/or procedures for analyses of computer systems, data processing systems, operating systems hardware/</li> </ul>	<ul style="list-style-type: none"> <li>software, operating methods and control procedures</li> <li>- Considerable knowledge of equipment operations and programming</li> <li>- Knowledge of and ability to apply management principles and techniques</li> <li>- Considerable interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>- Considerable oral and written communication skills</li> <li>- Ability to conduct research of agency and/or intra-agency data processing requirements</li> <li>- Ability to evaluate vendor data processing resources and to select optimum systems and/or equipment for assigned agencies</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Areas of expertise: Migrating to Object-Oriented Technology, Migrating to a specified development methodology, Migrating to Relational Database Management Systems, Migrating to a multi-tiered, distributed computing environment, Defining enterprise-wide architectures and frameworks</li> </ul>	<ul style="list-style-type: none"> <li>- Experience in the successful mentoring and consulting of development teams in the adoption of new technology</li> </ul>	<ul style="list-style-type: none"> <li>- Experience defining and implementing enterprise-wide electronic messaging infrastructures</li> </ul>

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	LAN Specialists	(6.1) LAN Specialist	LAN Engineer
<b>Job Description</b>	Accountable for managing the daily local or wide area network (LAN/WAN) operations and providing technical support for network workstations and personal computer hardware and software. Works under the general supervision of an employee of higher grade. May lead/supervise lower level staff as assigned.	Diagnoses and resolves PC hardware and software problems. Acts as liaison between network users and hardware/software vendors. Determines network hardware needs for single and multi-user applications. Installs network operating systems and utility and applications software. Plans and coordinates software upgrades and installations for all network and non-network hardware/software. Designs and implements network workstation menu systems to access local and network resources. Resolves hardware compatibility problems with network adapters and software. Develops and implements network server backup procedures including documentation control and security for backup tapes. Develops and monitors security requirements within network.	Carries out disaster recovery plans. Trains users on operating system, software packages and applications. Prepares requests for other computer related services as needed. Adds new network users, changes passwords and redirects files to various network printers. Acts as liaison between users and other departmental services. Manages software/hardware inventory. Monitors performance and status of network with current network management tools. Develops statistical report formats. Balances network workload and identifies potential problem areas. May perform systems analysis, design and coding of computer programs. May run cables and install network hardware components. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	3 years		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Considerable knowledge of network environments and PC and LAN hardware/software</li> <li>- knowledge of PC and LAN operating systems</li> </ul>	<ul style="list-style-type: none"> <li>- Basic knowledge of principles and practices of fourth generation computer programming and systems analysis and design</li> </ul>	<ul style="list-style-type: none"> <li>- Considerable interpersonal skills</li> <li>- Oral and written communication skills</li> <li>- Basic research and analytical skills</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Certification in BANYAN's curriculum program, BANYAN LAN administration experience (Vines, ENS or Streetalk)</li> </ul>	<ul style="list-style-type: none"> <li>- Certification in NOVELL's curriculum program, NOVELL LAN administration experience (Novell Netware)</li> </ul>	<ul style="list-style-type: none"> <li>- Remote LAN management tools</li> </ul>

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Engineers	(7.1) Technical Specialist	Systems Engineer
<b>Job Description</b>	Accountable for coordinating and implementing the installation, modification, operation and ongoing maintenance of hardware, software and data communications network components. Works under the general supervision of an employee of a higher grade. May lead lower level technical specialists and other staff in assigned areas of responsibility.	Coordinates installation of and installs, modifies and maintains complex network components and microcomputer hardware/software such as modems, multiplexers, PCs, servers, network interface cards and other PC components. Runs online diagnostics of installed components. Uploads modem configurations from a network management system. Installs microcomputer operating systems. Customizes software applications to meet user requirements. Implements network and/or system hardware/software upgrades and/or enhancements. Resolves hardware compatibility problems.	Diagnoses and resolves complex hardware/ software problems using a wide variety of diagnostic tools such as software aids, communications controllers, hardware diagnostic equipment and network console commands. Acts as liaison between technical analysts, users and vendors. Provides user support and training. Develops and maintains logs and records such as detailed records of network wiring connections, workstation addresses, inventory records, procurement information and operational documentation. Runs statistical network reports. May administer a small LAN. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	4 years		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Considerable knowledge of data processing and data communications equipment and diagnostic tools</li> <li>- Considerable knowledge of principles and concepts of network environments</li> <li>- Knowledge of network and microcomputer operating systems</li> <li>- Knowledge of principles and techniques of computer programming</li> </ul>	<ul style="list-style-type: none"> <li>- Considerable technical problem solving skills</li> <li>- Considerable logic and analytical skills</li> <li>- interpersonal skills</li> <li>- Oral and written communication skills</li> <li>- Considerable ability to install and maintain microcomputer hardware, software and network components</li> </ul>	<ul style="list-style-type: none"> <li>- Considerable ability to analyze and troubleshoot operational and data communications problems</li> <li>- Considerable ability to follow complex oral and written instructions</li> <li>- Ability to prepare and maintain records, logs, reports and documentation</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Certification in Microsoft NT Systems curriculum program, Microsoft NT Server administration</li> </ul>		
		experience, experience with remote LAN management tools	

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Engineers	(7.2) Telecommunications Engineer	Telecommunications Engineer
Job Description	Accountable for independently performing a full range of tasks in planning, maintenance, coordination and implementation of statewide telecommunications systems. Works under the general supervision of a section director, project manager or other employee of higher grade. May lead lower level employees as assigned.	Designs, engineers and reviews plans for implementation of telecommunications systems to be used in various agencies. Develops and reviews specifications for radio telecommunications equipment to be purchased and utilized by various state agencies. Conducts surveys to validate accuracy of existing systems. Evaluates technical capability of equipment such as mobile radios, base station radios, microwave, telemetry packages and pagers. Evaluates performance of vendors and contractors to determine if they have met contractual agreements.	Writes specifications for Emergency Medical System, police, fire, civil preparedness and data telecommunications equipment and may incorporate them into grant applications. Coordinates statewide use of radio telemetry equipment and systems. Maintains liaison with Federal Communications Commission concerning regulations, decisions and licensing requirements. May represent agency in meetings with other agencies or parties involved in telecommunications. Performs related duties as required.
Min. Experience (# of Years)	7 years		
Required Experience/ Knowledge/Skills	<ul style="list-style-type: none"><li>- Considerable knowledge of FCC rules, regulations and licensing procedures</li><li>- Knowledge of use of radio communications systems in public safety and/or civil preparedness operations</li></ul>	<ul style="list-style-type: none"><li>- Knowledge of design technology of telecommunications equipment</li><li>- Interpersonal skills</li><li>- Oral and written communication skills</li></ul>	<ul style="list-style-type: none"><li>- Ability to plan and coordinate use of telecommunications systems</li><li>- Ability to write contracts and specifications for telecommunications equipment procurement, installation and service</li></ul>
Desired Environments/ Languages/Skills (depending on specific staffing request)	(None)		

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Engineers	(7.3) Engineer-Technical Analyst 1	Network Engineer
<b>Job Description</b>	Accountable for solving complex network problems, designing configurations of networks and coordinating and implementing data communications activities for administering a mid-range computer or complex LAN or for assisting in basic host systems software support functions. Works under the supervision of a data processing employee of a higher grade. May lead technical and clerical staff as assigned.	Configures and installs application packages. Configures and certifies wiring. Adds and/or deletes users. Administers electronic mail systems including adding and deleting mailboxes, monitoring mail flow and establishing delivery policies. Maintains integrity of software. Applies software fixes and upgrades. Performs backups for LAN servers. Analyzes and resolves network and operational problems. Diagnoses and resolves network problems utilizing traces, hardware diagnostic tools and software aids. Generates and analyzes reports of network usage from network management systems. Configures terminals and other I/O devices into communications network. Determines network hardware and/or software needs and recommends system upgrades.	Installs hubs, routers, bridges, gateways, servers, multiplexors, modems and other communications equipment. Writes utilities for system management, reporting, file clean up and auditing. Assigns user identifications and passwords. Coordinates backups and file management with operations staff. Assists in installation and maintenance of performance monitors, schedulers, program management systems and utilities, report generators and compilers. Trains and supports users on operating system, software packages and applications. Acts as liaison to hardware/software vendors, system developers, programmers and user community. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	6 years		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Considerable knowledge of data processing and data communications equipment and diagnostic tools</li> <li>- Knowledge of principles, problems and techniques of data processing and data communications operations</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of principles and techniques of programming</li> <li>- Considerable technical problem solving skills</li> <li>- Considerable logic and analytical skills</li> <li>- Interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>- Oral and written communication skills</li> <li>- Considerable ability to analyze and troubleshoot operational and data communications problems</li> <li>- Ability to analyze, troubleshoot and debug user programs</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Experience with Cisco equipment, Cisco LAN switching using Cisco Catalyst 5000, 5500s, 6500s, 2900s, 2400s</li> <li>- Knowledge of PBX architecture</li> <li>- IP routing using EIGRP, IP addressing including subnetting and configuring</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of OSPF, RIP, Novell IPX/SPX and SNA, Cisco 2500, 2600, 3600, AS5300, 7500, 7200 routers and RSMs</li> <li>- ISDN backup of Leased Lines, Basic and Primary Rate ISDN, DNS/DHCP in a distributed environment, assembled and racked routers/catalysts</li> </ul>	<ul style="list-style-type: none"> <li>- Experience with Telco's regarding provisioning of leased lines and knowledge of the types of interfaces and presentations delivered (e.g. X.21, V.35, balanced and unbalanced T1s)</li> </ul>

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Engineers	(7.4) Engineer-Technical Analyst 2	Network Engineer
Job Description	Accountable for assisting in the design, implementation and management of a major communications network, providing a full range of technical and administrative support for a complex WAN or agency mid-range computer system or performing basic host systems software support functions in a major data processing environment. (1) In a network environment provides technical support and assists in administrative support of a major data communications section of a computer installation. (2) Provides technical and administrative support for a complex WAN with connectivity external to agency systems or a mid-range computer system which supports an entire agency's information system needs. (3) As part of a team assists in installation and maintenance of major sub-systems or may independently install and maintain other host or network software. Works under the supervision of a data processing employee of a higher grade. May lead technical and clerical staff as assigned.	<u>Major Communications Network, WAN or Agency Mid-Range Computer Environment</u> Configures and installs terminal emulation software for host connection. Applies requested software fixes for operating system. Upgrades operating system software. Diagnoses and resolves complex network problems utilizing traces, hardware diagnostic tools, software aids, network management systems and utilities. Monitors performance and status of network. Configures hardware into operating system. Provides advanced level database support and troubleshooting. Assists in design and implementation of a communications network. Evaluates new network technology. Tests and evaluates new hardware/software. Installs multiplexors, modems and other communications equipment. Configures and programs hubs, bridges, gateways and servers.	<u>Major Data Processing Environment</u> Writes system interface programs for application systems. Acts as liaison to hardware/software vendors, systems developers, programmers and user community. Assigns file access controls, encryption keys and other security attributes. Trains operators, systems developers and users on new procedures. Maintains host and/or front end processor communications software. Conducts system performance analysis, tuning and storage management. Conducts technical training programs for data processing staff. Assists in installation and maintenance of major systems such as transaction processing systems, security systems, data base management systems. Supports testing environments. Participates in design reviews and installs and maintains performance monitors, schedulers, program management systems and utilities, report generators, compilers. Performs other related duties as required.
Min. Experience (# of Years)	7 years		
Required Experience/ Knowledge/Skills	"Engineer-Technical Analyst 1" plus: - Knowledge of principles and techniques of software generation and programming - Knowledge of methods and procedures used to conduct detailed analysis and design of computer	systems - Knowledge of principles of computer operating systems - Knowledge of practices and issues of systems security	- Considerable technical problem solving skills - Ability to analyze and debug complex software programs
Desired Environments/ Languages/Skills (depending on specific staffing request)	- Large global, multi-protocol internetworks (Knowledge of internetworking systems and architectures, protocols and carrier services; Experience w/ Cisco routers, Frame Relay, TCP/IP and ISDN networks, and solid understanding of network security, Internet services, remote access services and technology) - Experience with Cisco equipment, Cisco LAN switching using Cisco Catalyst 5000, 5500s, 6500s, 2900s, 2400s using Spanning Tree, Route Switch Modules and EtherChannel	- Knowledge of CTI, PBX architecture - Experience with PBX configuration, IP routing using EIGRP, IP addressing including subnetting and configuring Hot Standby Routing Protocol (HSRP) - Knowledge of OSPF, RIP, Novell IPX/SPX and SNA, Cisco 2500, 2600, 3600, AS5300, 7500, 7200 routers and RSMs	- ISDN backup of Leased Lines, Basic and Primary Rate ISDN, DNS/DHCP in a distributed environment, assembled and racked routers/catalysts - Experience with Telco's regarding provisioning of leased lines and knowledge of the types of interfaces and presentations delivered (e.g. X.21, V.35, balanced and unbalanced T1s)

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Engineers	(7.5) Engineer-Technical Analyst 3	Network Engineer
<b>Job Description</b>	Accountable for planning, organizing and managing network activities, designing and implementing complex networks or assisting in the planning, analysis, design, selection, installation and implementation of an enterprise network and/or information systems. Works under the general supervision of an employee of higher grade. May lead Technical Specialists and Technical Analysts and other technical and clerical staff as assigned.	Configures and installs host based application packages. Diagnoses host system problems and develops and coordinates resolutions. Maintains host operating systems. Provides advanced level database support and troubleshooting. Designs and implements complex communications networks. Designs, installs, tunes and maintains integrity of major host based data base. Evaluates new technologies. Tests and evaluates new hardware/software. Makes recommendations for hardware/software purchases. Determines interface and utility requirements and creates design specifications. Diagnoses and resolves problems using network management systems and utilities. Acts as liaison to hardware/software vendors, systems developers, programmers and	management. Develops and implements network and system security guidelines. Develops and implements system programming standards. Makes recommendations for migration and upgrade directions. Trains operators, systems developers and users on new procedures. Implements disaster recovery plans, assists in determining critical applications and personnel and ensures offsite backups. Installs and upgrades host and/or FEP operating system software. Conducts system performance analysis and tuning and storage management. Conducts technical training programs for data processing staff. May act as project leader overseeing other technical staff and support personnel. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	8 years		
<b>Required Experience/ Knowledge/Skills</b>	<b>"Engineer-Technical Analyst 2" plus:</b> - Considerable knowledge of principles, problems and techniques of data processing and data communication operations - Considerable knowledge of data processing and data communications equipment and diagnostic tools - Considerable knowledge of methods and	procedures used to conduct detailed analysis and design of computer systems - Considerable knowledge of principles of complex computer operating systems - Knowledge of network protocols and architecture - Knowledge of practices and issues of systems security and disaster recovery	- Knowledge of applications systems development principles and techniques - Knowledge of principles and practices of data base management - Considerable oral and written communications skills - Considerable ability to analyze and resolve operational and communications problems
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	- Ability to engineer combinations of hardware and software to solve a technology problem - C - CASE (Computer Aided Systems Engineering), Data Xpert, Estimacs, Excellerator, Focus, Harvard Total, ISPF/PDF, Level5, Nastec, Primavera, Telon, Xpediter - Common data base application products - ISO protocols - MS-DOS	- UNIX - Experience with large, global, multi-protocol internetworks - Experience with multiservice networks - Network operations experience - Knowledge of WAN technologies, including Frame Relay and multiservice ATM based on Cisco products - Knowledge of internetworking systems and architectures, protocols, and carrier services	- Cisco routers and IOS, ATM (AAL1-5), H.323, Frame Relay, TCP/IP, ISDN and ADSL networks, QoS and CoS mechanisms, Voice protocols and interfaces (SS7, CAS, CCS), network security and Internet services, ATM switching environments and tools - Cisco switching products (65xx, 5500, 2900, 2400), IP routing using EIGRP, IP addressing including subnetting and configuring Hot Standby Routing Protocol (HSRP)

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Engineers	(7.6) Engineer-Technical Analyst 4	Network Engineer
<b>Job Description</b>	Accountable for supervising staff and overseeing the planning, analysis, design, selection, installation and implementation of an enterprise network and/or information systems. Works under the general supervision of an employee of a higher grade. Supervises applications and technical systems analysts, specialists, programmers and other technical support staff as assigned.	Coordinates installation of all application software packages. Maintains host operating systems. Designs and implements complex communications networks including disaster recovery networks. Evaluates and recommends new strategies technologies and technological directions to management. Coordinates and supervises all staff and activities in a major network control area. Makes recommendations and maintains contracts for hardware/software purchases. Coordinates application development with network and host system capabilities to ensure system integrity and interoperability. Acts as an expert resource and consultant for programmers/users and agency management on most complex problems or problems with major impact on systems.	Develops and implements host and network security policies. Makes recommendations for migration and system upgrade directions. Establishes and coordinates disaster recovery plan. Determines critical applications and personnel. Manages planning, analysis, design, selection, installation and implementation of an enterprise network and data processing systems. Establishes and administers systems security procedures and practices. Provides technical specifications as input into Requests for Proposal (RFP) processes. Participates on evaluation teams that review RFP responses. Performs facility and capacity planning and configuration management. Performs system performance analysis, tuning and storage management. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	9 years		
<b>Required Experience/ Knowledge/Skills</b>	"Engineer-Technical Analyst 3" plus: - Considerable knowledge of principles, problems and techniques of data processing and data communications operations, equipment and diagnostic tools	- Considerable knowledge of practices and issues of systems security and disaster recovery - Considerable knowledge of applications systems development principles and techniques - Considerable knowledge of principles and	theories of business and management - Knowledge of principles and techniques of project management - Supervisory ability
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	- Experience with large, global, multi-protocol internetworks - Experience with multiservice networks - Network operations experience - Knowledge of WAN technologies, including	Frame Relay and multiservice ATM based on Cisco products - Knowledge of internetworking systems and architectures, protocols, and carrier services	- Cisco routers and IOS, ATM (AAL1-5), H.323, Frame Relay, TCP/IP, ISDN and ADSL networks, QoS and CoS mechanisms, Voice protocols and interfaces (SS7, CAS, CCS), network security and Internet services, ATM switching environments and tools



## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Technical Writers	(8.1) Technical Writer/Editor	Technical Writer/Editor
<b>Job Description</b>	Writes and edits program and system documentation, user manuals, training courses and procedures. Defines, documents, and maintains architecture-related processes and standard operating procedures.	Assesses the usability of existing information products and recommending enhancements to improve their usability. Creates and maintains project style sheets for assigned documentation and Web projects.	Conducts peer reviews and editing of information products created by other team members.
<b>Min. Experience (# of Years)</b>	2 years		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Excellent technical communication, research, and analytical skills</li> <li>- Thorough understanding of information design and development concepts</li> <li>- Outstanding audience analysis skills and ability to tailor communication to fit needs of diverse audiences</li> </ul>	<ul style="list-style-type: none"> <li>- Excellent interpersonal skills, particularly in collaborating and negotiating with authors and technical area specialists</li> <li>- Ability to assimilate technical concepts quickly and present technical information clearly and concisely for technical and non-technical audiences</li> </ul>	<ul style="list-style-type: none"> <li>- Thorough knowledge of English grammar, punctuation, and proofreaders' marks</li> <li>- Ability to work independently, yet seek guidance when necessary</li> <li>- Ability to meet tight deadlines and adjust to changing priorities</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Help Desk environment experience</li> <li>- Language Sensitive Editor (LSE)</li> </ul>	<ul style="list-style-type: none"> <li>- MS Word</li> <li>- Multimedia experience</li> </ul>	<ul style="list-style-type: none"> <li>- Wextech Doctohelp</li> </ul>
	Position Category	Position Title	Industry Position Titles
	Computer Operators	(9.1) Computer Operator 1	Computer Operator
<b>Job Description</b>	Accountable for performing operational support work related to input and/or output control, tape management or computer operations. Works under the general supervision of an IS employee of higher grade in the performance of routine tasks; receives closer supervision when performing more advanced tasks. May lead lower level employees as assigned.	Performs a limited range of related duties within a computer installation. Codes, sorts, alphabetizes, numerically orders. Maintains accurate files, logs and records. Operates section equipment and machines. Checks work for errors. Sorts, labels, classifies and/or packages data processing materials for distribution. Provides prompt and timely distribution of output to users.	May assist in maintenance and control of storage media such as tapes and/or disk packs. May record, classify, catalogue and file media and maintain accurate libraries. May mount and dismount tapes and/or disk packs and adjust peripheral machines. May assist in basic installation and/or set up of computer equipment. Performs related duties.
<b>Min. Experience (# of Years)</b>	1 year		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Knowledge of general computer operations principles, practices and procedures</li> <li>- Basic interpersonal skills</li> <li>- Basic oral and written communication skills</li> </ul>	<ul style="list-style-type: none"> <li>- Skill in performing arithmetical computations</li> <li>- Ability to operate a computer keyboard and related equipment</li> <li>- Ability to follow schedules and meet timeframes</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to prepare and maintain accurate records</li> <li>- Ability to run computer jobs</li> <li>- Ability to perform tasks such as coding, sorting, alphabetizing and numeric ordering</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- IBM 308x and/or 3090 computers or equivalent</li> <li>- JES2</li> </ul>	<ul style="list-style-type: none"> <li>- Media (tape drives and IBM 3211 and 3800 printers)</li> </ul>	<ul style="list-style-type: none"> <li>- OS/MVS operating system</li> </ul>

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	Computer Operators	(9.2) Computer Operator 2	Computer Operator
<b>Job Description</b>	Accountable for independently performing a full range of tasks in computer operations functions such as input and/or output control, tape management or computer operations. Works under the general supervision of an IS employee of higher grade. May lead lower level employees as assigned.	Performs a full range of duties in area of computer operations support such as input and/or output control, tape management or computer operations. Operates, maintains and monitors electronic data processing computer equipment and peripheral devices. Maintains accurate records, logs, documentation and inventories. Analyzes, diagnoses and resolves simple operating, equipment or telecommunications problems. Responds to user questions.	Checks quality and accuracy of jobs according to established policies and procedures. May maintain and control libraries of storage media. May assist in installation and/or set up of computer equipment such as wiring, cabling and connecting terminals and peripheral devices. May mount and dismount tapes and/or disk packs. May operate and monitor telecommunications equipment. May prepare work for computer processing. May assist in scheduling and monitoring work submitted for computer processing. Performs related duties as required.
<b>Min. Experience (# of Years)</b>	2 years		
<b>Required Experience/ Knowledge/Skills</b>	<b>"Computer Operator 1" plus:</b> - Considerable knowledge of computer operations principles, practices and procedures - Knowledge of methods, procedures and techniques for processing computer generated output - Knowledge of electronic data processing including storage, retrieval, input and output media	- Knowledge of computer operations as related to library maintenance and storage - Knowledge of procedures for storing and handling of magnetic media used in computer operations - Interpersonal skills - Oral and written communication skills - Ability to operate and maintain computer equipment and devices	- Ability to analyze and diagnose operational problems and take appropriate corrective action - Ability to prepare and maintain accurate working files and production records - Ability to run, schedule and monitor computer jobs - Ability to accurately perform tasks such as coding, sorting, alphabetizing and numeric ordering
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	- IBM 308x and/or 3090 computers or equivalent - JES2 - OS/MVS operating system	- Peripheral devices (readers, punches, and printers)	
	Position Category	Position Title	Industry Position Titles
	Security Specialists	(10.1) Security Analyst	Security Analyst, Security Specialist
<b>Job Description</b>	Works with DOIT's extranet team to ensure the security of DOIT's extranet networks. Approves changes in access for third parties.	Works with other teams in DOIT to develop applications for use over the extranet/Internet. Consults with the extranet/Internet teams on the	various security technologies in place. Prototypes new technologies for use on the extranet/Internet.
<b>Min. Experience (# of Years)</b>	4 years		
<b>Required Experience/ Knowledge/Skills</b>	- Strong understanding of all current technologies, good understanding of emerging technologies and strong understanding of business impact of	technology (e.g. relative strengths and weaknesses of current security products, especially in heterogeneous networks)	- Excellent written and verbal communication skills - Experience in participating in or leading of complex technical projects
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	- Experience with Cisco router and switch platforms (strong emphasis on ACLs), network-based Intrusion Detection Systems (ISS Real Secure and ODS), cryptography (SSL, IPsec, PGP), Checkpoint firewalls (IOS Firewall and PIX)	- Experience with UNIX-based system (including C Shell programming experience), NT security, and strong knowledge of TCP/IP - Incident response experience	- Data security - Network security - HIPAA security

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	E-Commerce	(11.1) E-Commerce-Systems Developer	Design Expert, Information Architect
<b>Job Description</b>	Thoroughly understands all the technical and security aspects of deploying a Web Services-based solution. This includes the analysis/design,	integration, and testing of multiple systems in a complex environment. Works with application developers to ensure that programs communicate	and share information through the use of product-specific or standard Application Programming Interfaces (APIs).
<b>Min. Experience (# of Years)</b>	6 years		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Requires a wide range of both consulting and technical skills.</li> <li>- Ability to quickly learn and teach others new technologies</li> </ul>	<ul style="list-style-type: none"> <li>- Experience with all phases of software development lifecycle</li> <li>- Familiarity with all common aspects of Web application design, development and integration</li> </ul>	<ul style="list-style-type: none"> <li>with security solutions</li> <li>- Ability to identify and discuss alternative approaches</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Experience in usability engineering w/ demonstrated understanding in how design and technology fit together</li> <li>- Proven expertise in human-centered Web site design</li> </ul>	<ul style="list-style-type: none"> <li>- Experience in analyzing content areas, developing organizational concepts, establishing information hierarchies, applying interface design principles and synthesizing these ideas into a comprehensive information architecture</li> </ul>	<ul style="list-style-type: none"> <li>- Expertise in information design which is compatible with the requirements of display and interaction on the Web</li> </ul>
	Position Category	Position Title	Industry Position Titles
	E-Commerce	(11.2) E-Commerce-Technical Analyst 1	Developer, Webmaster
<b>Job Description</b>	Develops and maintains approved State Web sites. Works with a variety of content providers and departments and also originates content.	Programs HTML and uploads pages on to the site, and integrates multimedia assets and applications into the site. Develops and maintains a strategic plan for State Internet presence based on Agency priorities, policy directions, and goals. Other duties include: creates enhancements and modifications to State Web site; organizes and maintains the site;	adapts to a changing scene with sometimes conflicting priorities; assesses new standards, technologies, trends, and formulates strategies and plans for enhancing the site; maintains cross-platform and cross-browser compatibility so that the Web site is accessible from a variety of different environments.
<b>Min. Experience (# of Years)</b>	6 years		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Web development experience with Windows 2000/NT, Unix and Macintosh platforms</li> <li>- Excellent time and project management skills as well as organizational and personal skills to work with a variety of people</li> </ul>	<ul style="list-style-type: none"> <li>- Strong design sense along with a methodical attention to detail</li> <li>- Ability to work as team member and independently with minimal supervision</li> </ul>	<ul style="list-style-type: none"> <li>- Interpersonal skills</li> <li>- Oral and written communication skills</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Working knowledge of: FrontPage, MS Word, Excel, Powerpoint, QuarkXpress, PageMaker, Illustrator, Photoshop, Java</li> <li>- Solaris, Netscape, message boards, banner ads, streaming video/audio and Shockwave</li> <li>- Ability to: use a web editor, create/edit gifs and jpegs and create transparent gifs</li> </ul>	<ul style="list-style-type: none"> <li>- HTML and design skills (Basic fluency in HTML plus knowledge of the latest versions, general understanding of HTML and the capabilities of Web browsers plus constraints involved in designing for the Web, understanding of principles of good Web design, professional and contemporary design experience)</li> </ul>	<ul style="list-style-type: none"> <li>- UNIX and UNIX Shell Scripting, TCP/IP and Wide Area Networking, CGI scripting, JavaScript, Java, PERL, ActiveX, Active XControls, C/C++, VB Script</li> </ul>

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	E-Commerce	(11.3) E-Commerce-Technical Analyst 2	Sr. Developer
<b>Job Description</b>	Provides high-level development engineering support, hands-on design, development, maintenance, and programming support to projects and infrastructure support activities. Develops enterprise applications in Web environment.	Implements applications in a distributed object environment. Supports multiple application development/programming efforts simultaneously. Provides back-up for consulting support for infrastructure consisting of servers and related software products.	Performs requirements assessments, application coding/testing/debugging, consulting with other developers and users, integration of commercial indexing and search technologies, integrations of version control and configuration management tools.
<b>Min. Experience (# of Years)</b>	7 years		
<b>Required Experience/ Knowledge/Skills</b>	- Experience handling all aspects of Internet application development - Understanding of principles of good web design	- Application development experience w/ HTML, XMLSQL, Javascript, Java, Active Server Pages and building COM objects using VB and/or C++	- Oral and written communication skills
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	- Experience w/ web-connected databases such as Oracle, Sybase and UDB/DB2	- Experience w/ Visual Interdev and E-Commerce software	- Windows NT/2000/XP, Directory Services, LDAP, and JAVA Native Interface
	Position Category	Position Title	Industry Position Titles
	E-Commerce	(11.4) E-Commerce-Technical Analyst 3	Server Administrator
<b>Job Description</b>	Administers servers hosting Internet applications in a production e-business environment. Performs a wide variety of server tasks including, but not	limited to: installation, configuration and administration of web servers, monitoring, performance tuning, access control, encryption,	clustering and load balancing.
<b>Min. Experience (# of Years)</b>	8 years		
<b>Required Experience/ Knowledge/Skills</b>	- Clear understanding of various technology (e.g. DNS, TCP/IP, Firewall, NT, HTML/XML, Scripting) - Extensive working knowledge in NT/W2K troubleshooting, security & administration	- Good oral and written communications - Strong analytical and problem solving abilities - Solid background in Lotus Domino administration	- Experience w/ one major Java application server such as IBM WebSphere or BEA WebLogic Server
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	- Understanding of various middleware software products (e.g., JDK, JRUN, Perl) - Ability to migrate Web server environment from various platform combinations	- Ability to document processes and procedures related to Web server administration	- Experience in an NT environment as well as certification in relevant technologies

## Product Schedule

Vendor Name: 0

### C. Position Descriptions

	Position Category	Position Title	Industry Position Titles
	E-Commerce	(11.5) E-Commerce-Technical Analyst 4	Graphic Designer
<b>Job Description</b>	Develops and executes Web-based graphic design and layout solutions for the State. Assists in the development of artistic concept creations,	refinement of direction, and final refinement toward production. Responsible for a broad variety of design assignments from concept through final	production, working with Content Administrators and other stakeholders.
<b>Min. Experience (# of Years)</b>	9 years		
<b>Required Experience/ Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- Experience in the design, creation, and editing of content for Web sites, including site maintenance and updating of site content</li> <li>- Familiarity with transferring data and files from platform to platform in various computer environments</li> </ul>	<ul style="list-style-type: none"> <li>- Experience with software products like PageMaker, Photoshop, AutoCAD, Word, Freehand, Corel Draw and Illustrator</li> <li>- Ability to design in a wide range of styles (illustration, animation, shockwave, interface design, 3D rendering) and feel</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to design effective user interface</li> <li>- Ability to create graphics that can be optimized for different platforms and browsers</li> </ul>
<b>Desired Environments/ Languages/Skills</b> (depending on specific staffing request)	<ul style="list-style-type: none"> <li>- Experience with Typography, Identity design and/or Packaging, Online design, Information design, and/or Interactive design</li> <li>- Ability to refresh an existing Web site identity or create a new, unique Web site identity</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to create customized logos and page templates for Web sites, design appropriate look and feel, and design effective user interface</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to create graphics that can be optimized for different platforms and browsers</li> <li>- Strong skills in HTML, XML, Dreamweaver and Flash</li> </ul>

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**STATE OF CONNECTICUT REQUEST FOR PROPOSAL 04ITZ0007**

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**ATTACHMENT 1:  
CONSULTANTS MASTER AGREEMENT**

The State's Consultants Master Agreement is included in this attachment to this RFP. It represents a contract that the State believes is equitable to both the State and the selected vendor(s).

The State reserves the right to incorporate into this Agreement any and/or all terms and conditions that may be deemed to be fair or beneficial to the State. Further, the State will not waive, modify or entertain modifications to Sections 28-33 of this attachment as currently written in this RFP.

If the contract negotiations cannot be successfully concluded, the State may, at its sole discretion, proceed to withdraw the offer and offer a contract to another competing vendor, or follow any other course of action that it deems necessary or advisable to provide for the carrying out of its statutory responsibilities.

## CONSULTANTS MASTER AGREEMENT

Reference No. B-00-007

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In consideration of the mutual promises and covenants in this Agreement, and for other good and valuable consideration, the receipt and sufficiency of which are acknowledged, the parties agree as follows: This Consultants Master Agreement, hereinafter referred to as the "Agreement" or "contract," is made by and between the **State of Connecticut**, acting by its Department of Information Technology/Contracts & Purchasing Division, hereinafter referred to as the "Customer," located at 101 East River Drive, East Hartford, Connecticut 06108-3274, and \_\_\_\_\_, hereinafter referred to as the "Supplier" or "Contractor," having its principal place of business at \_\_\_\_\_.

The terms and conditions of this Agreement are contained in the following sections:

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### **DEFINITIONS**

- A. Contract User – All Using State Agencies, Political Sub-Divisions, Municipalities and Non-Profits.
- B. Customer – State of Connecticut acting by its Department of Information Technology.
- C. Statement of Work – Detailed description of project.
- D. “RFP” as used herein, shall mean the Request for Proposal No. 04ITZ0007 issued by the State on **April 20, 2004** concerning IT Professional Services.
- E. Small Business Enterprise (SBE) – A company that has been under the same ownership and management and has maintained its principle place of business in Connecticut for a period of at least one year immediately following the date of application to the State of Connecticut Small Business Program with gross revenues of less than \$10,000,000 in the most recent fiscal year, and with 51% ownership held by person(s) who exercises the operational authority over the daily affairs of the business and has the power to direct the policies and management and receives the beneficial interests of the business.
- F. Minority-owned Business Enterprise (MBE) – Meets the definition of a Small Business and, must be owned and operated by a person(s) who is a member of a minority group; and who has at least 51% ownership of the company; and exercises the operational authority over the daily affairs of the business and has the power to direct the policies and management and receives the beneficial interests of the business.
- G. Minority – Minority is defined in Connecticut General Statute § 32-9n as:

Black Americans, including all persons having origins in any of the Black African racial groups not of Hispanic origin; Hispanic Americans, including all persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture of origin; All persons having origins in the Iberian Peninsula, including Portugal, regardless of race; Asian Americans; American Indians and persons having origins in any of the original peoples of North America and maintaining identifiable tribal affiliation through membership and participation or community identification; A woman; An individual with a disability.
- H. "Product Schedule" as used herein, which is attached to this Agreement, shall mean that document which establishes the component or unit pricing, and price schedules and terms as applicable, for every Deliverable available pursuant to this Agreement.
- I. "Alterations" as used herein, shall mean modifications made by the State or the Department to any Deliverable thereby making such Deliverable non-conformant with Contractor design and/or operation specifications.
- J. "Deliverable" as used herein, shall mean any product, whether hardware, software, documentation, license, information or otherwise, or any service, whether development, integration, administrative, maintenance, operations, support, or otherwise, or any warranty, that is an element of the Supplier's overall approach and solution to the requirements of the RFP, whether produced by the Supplier or by a third party such as a supplier or subcontractor to the Supplier, that is agreed to be provided to the State by the Supplier pursuant to this Agreement.



## CONSULTANTS MASTER AGREEMENT

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The parties hereto do hereby agree as follows:

### 1. **CONSULTANTS**

Upon acceptance of a proper Purchase Order issued by an contract user of the Customer, the Supplier shall provide to the contract user the consultant(s), hereinafter referred to as "Consultant(s)," as noted in the Classification of Consultants for the rates listed in the Product Schedule in accordance with the terms and conditions of this Agreement and in accordance with the provisions set forth in such Purchase Order. Any such Purchase Order shall contain, as a minimum, the following:

- a) Name of each Consultant
- b) Classification title
- c) Rate of payment and not to exceed amount
- d) Duration of required services of each Consultant (start date, end date)
- e) Project title and contract user location at which each Consultant will generally perform
- f) Statement of Work
- g) Contract user official or representative from whom supervision shall be received
- h) Address for submission of invoices
- i) Reference to this Agreement (Reference No. B-00-007)

### 2. **TERM**

This Agreement shall become effective upon its approval as to form by the Attorney General of the State of Connecticut, and shall continue for a term of (3) years with an option for (2) one (1) year extensions. Such optional extensions shall be exercised at the sole discretion of the Customer.

### 3. **TERMINATION OF CONSULTANTS**

a. Upon thirty (30) days' notice to the Supplier, by the issuance of a Purchase Order Amendment, the contract user may reasonably amend any Purchase Order and/or may terminate any Consultant noted in any Purchase Order.

If in the opinion of the contract user the ongoing performance of any service provided by Supplier does not conform to the provisions of an issued Purchase Order, the contract user shall give Supplier written notice of performance deficiencies. Supplier shall then have not more than a fifteen (15) calendar day period to correct any such deficiency. If during this period such service performance level continues to be in nonconformance with the provisions of an issued and accepted Purchase Order, then Supplier shall be in default of this Agreement and the contract user at its option may thereupon, request Supplier to replace Consultant at Supplier's expense or terminate the Consultant without contract user penalty, further obligation or financial liability.

b. Completion of any services of any Consultant provided hereunder, or the contract user's failure to issue any Purchase Order hereunder, shall not terminate this Agreement. The intent of the parties being to leave this Agreement in effect for the term specified in Section 2.

Notwithstanding any provision or language in this Agreement to the contrary, the Commissioner may terminate this contract whenever he/she determines in his/her sole discretion that such termination is in the best interests of the State. Any such termination shall be effected by delivery to the Supplier of a written notice of termination. The notice of termination shall be sent by registered mail to the Supplier address furnished to the State for purposes of correspondence or by hand delivery. Upon receipt of such notice, the Supplier shall both immediately discontinue all services affected (unless the notice directs otherwise) and deliver to the State all data, drawings, specifications, reports, estimates, summaries, and such other information and materials as may have been accumulated by the Supplier in performing his duties under this contract, whether completed or in progress. All such documents, information, and

## CONSULTANTS MASTER AGREEMENT

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materials shall become the property of the State. In the event of such termination, the Supplier shall be entitled to reasonable compensation as determined by the Commissioner of the Department of Information Technology, however, no compensation for lost profits shall be allowed.

#### **4. SELECTION AND PERFORMANCE CRITERIA**

a. The Supplier when responding to a request to provide a Consultant to any contract user shall be provided a Statement of Work or a resume request.

- i. This Statement of Work, unless modified in writing by the contract user, shall be the performance guide to be used by both the Supplier and contract user.
- ii. When receiving a resume request from any contract user, the Supplier must provide a minimum of three (3) resumes of qualified consultant five (5) business days of the notification date. When submitting resumes, the Supplier must provide documentation supporting the individual's authorization for employment in the United States (e.g. copy of U.S. passport, copy of valid H-1B visa, etc.). Any resource requested must be available for deployment within one (1) week from date of purchase order unless otherwise agreed to by the parties hereto.

b. The contract user shall have the opportunity to interview and accept or reject any consultant recommended by the Supplier to provide services to that contract user.

c. The Supplier will comply with any contract user requirement for status reporting, management methodologies, related documentation, computer operations, standards, practices, and published security procedures.

d. The services of a consultant shall not be deemed completed until all aspects of the Statement of Work have been completed to the contract user's satisfaction (including implementation and post audit). Such approval shall be timely and shall not be unreasonably withheld.

#### **5. ACQUIRING ADDITIONAL SERVICES**

Supplier may supplement the Product Schedule at any time to make additional services available to the Customer, provided that the effective date of each supplement is stated thereon. Any supplement must be transmitted to the Customer with a cover letter documenting formal approval of the supplement by a Supplier representative then legally empowered to so act. The Product Schedule may be updated from time to time by the Supplier requesting the addition of a new service in writing to the State. The addition or upgrading of a service is conditioned upon the new service being of a similar nature and having a similar use as the Services set forth in this Agreement and the written approval of the Customer.

#### **6. CONSULTANT DATES OF SERVICE**

No consultant services shall be provided to any contract user prior to the start date specified in the Purchase Order nor shall the services of a consultant continue beyond the end date specified in the Purchase Order unless such Purchase Order has been duly amended. No employee, officer, or representative of the Customer, including the contract user, or the Supplier may circumvent the intent of this section.

#### **7. FINANCIAL CONSIDERATIONS**

a. Work Day

The work day of the contract user is eight (8) hours unless otherwise stated in the Purchase Order, excluding breaks and lunch.

## CONSULTANTS MASTER AGREEMENT

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### b. Computing Payments

The Customer shall allow billing for one-half (1/2) hour increments up to eight (8) hours in any one day. Overtime in a standard workday requires prior contract user written approval.

Revisions made in any Statement of Work shall be made in writing by the contract user to the Supplier. The Supplier will prepare a not to exceed estimate to incorporate the change into the project and a project impact statement to detail any project timeframes. Should such estimate be accepted by the contract user then the change will amend the Statement of Work. Payments for such changes will be made in the same manner as stated in the original Purchase Order.

### c. Travel Time

The Customer shall not pay the Supplier for daily travel time between the consultant's place of residence and the place of work.

### d. Expenses

The contract user shall not pay the vendor any out-of-pocket expenses incurred by a consultant for travel to the place of work. Reimbursement of travel expenses incurred at a contract user's request must be authorized beforehand, in writing, by the contract user. Payments shall not exceed the State's present prevailing reimbursement rates for State Managers.

### e. Enhanced Training

The contract user shall not allow a consultant to attend training courses at the expense of the Customer, unless such courses are in the best interests of the contract user and is approved prior to entering into an agreement.

### f. Personnel Movement Costs

The Customer assumes no liability, financial or otherwise, for the transportation of Supplier's personnel and their possessions into or out of the State of Connecticut.

### g. Experience of Consultant

There shall be no upward reclassification of a consultant during the term of this Agreement into a higher experience category for pay purposes.

All consultants deployed on assignments involving Web site development or Internet-based applications must be trained through a State acceptable program that offers certification for Universal Web Site Accessibility.

## 8. **SUPPLIER REQUIREMENTS**

### a. Subcontractors

Supplier may only provide consultant(s) through a subcontractor which in turn is acceptable to the contract user. The responsibility for payment to any subcontractor hired by Supplier and agreed to by the contract user will rest solely with Supplier.

The Supplier warrants and represents that all consultants and/or subcontractors assigned to perform under this Agreement shall be construed as if they are full-time employees of the Supplier. The Supplier agrees to promptly provide specific supportive documentation of employment status as requested.

### b. Work Eligibility

Supplier is required to obtain and keep current the Employment Eligibility Verification Form I-9 issued by the U.S. Department of Justice Immigration and Naturalization Service proving each consultant's eligibility to work in the United States. The State reserves the right to audit these documents and will

## CONSULTANTS MASTER AGREEMENT

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require Form I-9 prior to approving any contract user's request.

### c. Background Checks

The Department of Public Safety ("DPS") may perform background checks on consultants that will work under this Agreement.

### d. Supplier Diversity

The Customer requires that Supplier assist the contract users in reaching their Supplier Diversity goals. Contract users will specify work that will be given to a Small Business Enterprise (SBE) or a Minority Business Enterprise (MBE). Supplier must fulfill minimum of 25% of the SBE/MBE requirement. Failure to meet these goals may result in termination of this Agreement. The Supplier shall pay SBE/MBE subcontractors within 30 days after invoice in accordance with Connecticut General Statute § 4a-60g, or as it may be amended or supplemented from time to time.

## 9. CONSULTANT COMMITMENT

a. Unless the contract user terminates the consultant noted in an applicable Purchase Order, by issuance of an amendment or cancellation of the Purchase Order, as may be applicable, any consultant assignment resulting from such Purchase Order shall remain in force until the Purchase Order specified assignment end date.

b. If the Supplier terminates any consultant prior to the end date specified in the Purchase Order, the Customer shall be entitled to a credit based upon the following table:

<u>Number of Work Days Worked by the Consultant</u>	<u>Calculation of Customer Credits</u>
1 thru 15 days	Credit for total charges plus 10% of such charges to cover Customer's administrative overhead
16 thru 30 days	Credit for one half (50%) of total charges
31 thru 60 days	Credit for one quarter (25%) of total charges
61 days and thereafter	Credit for one fifth (20%) of total charges

## 10. PERFORMANCE FAILURE

If a consultant fails to perform as specified in the Statement of Work or the consultant is found by the contract user to lack the basic skills for which she/he was selected, the consultant shall be immediately terminated and the contract user shall be immediately entitled to a credit based upon the following table:

<u>Number of Work Days Worked by the Consultant</u>	<u>Calculation of Customer Credits</u>
1 thru 15 days	Credit for total charges plus 10% of such charges to cover contract user's administrative overhead
16 thru 30 days	Credit for one half (50%) of total charges
31 days and thereafter	Credit for ten (10) work days of charges

## 11. RATES AND PAYMENTS

Supplier agrees to provide the Services at rates not exceeding the rates set forth in the Product Schedule.

Payment of undisputed charges will be made only after presentation of a properly documented invoice. All invoices shall be sent directly to the contract user. All inquiries regarding the status of unpaid invoices shall also be directed to the contract user. In cases where there is a good faith dispute

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concerning the Supplier's claim for payment, the contract user shall contact the Supplier prior to payment due date and payment of charges in dispute may be withheld in whole or in part. If the Supplier corrects the defect or impropriety within five (5) business days of being so contacted, Supplier shall be entitled to payment. Otherwise, the parties shall resolve the dispute in accordance with the applicable dispute resolution process.

All charges against the Supplier, including credits, shall be deducted from current obligations that are due or may become due. In the event that collection is not made in this manner, the Supplier shall pay the State, on demand, the amount of such charges.

The Supplier agrees that the sole and exclusive means for the presentation of any claim against the State arising from this contract shall be in accordance with Chapter 53 of the Connecticut General Statutes (Claims against the State) and the Supplier further agrees not to initiate legal proceedings in any State or Federal Court in addition to, or in lieu of, said Chapter 53 proceedings.

### **12. WEB PAGE, NEWS RELEASES, COMMERCIAL ADVERTISING**

The Supplier must develop and maintain a customized web page exclusively for the use of the Customer. This web page shall include the Master Agreement, Product Schedule (including position descriptions and pricing), Procedures, Contact Information, and Escalation Information. All information on web page must be approved in writing by Customer prior to posting.

Supplier news releases and commercial advertising which pertain to this Agreement shall neither be made nor authorized by the Supplier without prior written approval of Customer.

### **13. CONFIDENTIALITY**

- a. The contract user may disclose to the Supplier confidential information relating to past, present and/or future operations relative to the contract user.
- b. All data and/or other information, in whatever form, delivered by the contract user or otherwise obtained from the contract user by the Supplier pursuant to this Agreement shall be deemed confidential to the Customer.
- c. The Supplier shall provide care and safeguards for the contract user's information and instruct its personnel to keep such information confidential. The Supplier shall have no obligation to safeguard such material if the material is publicly available, already in public possession or publicly known, rightfully obtained by the Supplier from third parties, or disclosed by the Supplier as required of the Supplier pursuant to the laws of public disclosure.

### **14. OWNERSHIP AND PROPRIETARY RIGHTS**

Any product, whether acceptable or unacceptable, developed under this Agreement shall be the sole property of the Customer and the Customer shall have sole proprietary rights thereto.

### **15. SEPARABILITY**

In the event any provision of this Agreement is decided by a proper authority to be invalid, the remaining provisions of this Agreement shall be unimpaired and the invalid provision shall be replaced by a provision which, being valid comes closest to the intention underlying the invalid provision.

### **16. HEADINGS**

The headings given to sections of this Agreement are intended to be used for reference only, and shall not affect the construction or interpretation of this Agreement.

## CONSULTANTS MASTER AGREEMENT

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### **17. GENERAL**

- a. This Agreement does not authorize either party to act as the agent or legal representative of the other for any purpose whatsoever. Neither party is granted any express or implied right, obligation or responsibility to bind the other party in any manner.
- b. The failure of either party at any time to require performance by the other party of any provision hereof shall not affect in any way the full right to require such performance at any time thereafter. The waiver by either party of a breach of any provision herein shall not be taken or held by the other party to be a waiver of the provision itself unless such a waiver is expressed in writing by the affected party and signed by an authorized individual of the affected party.
- c. This Agreement may not be assigned by Customer without Supplier's prior written consent. This Agreement may not be assigned by Supplier without Customer's prior written consent and Supplier's compliance with the requirements of the State's Comptroller's Office concerning such assignments. Any such written consent shall not be unreasonably withheld.

### **18. YEAR 2000 AND OTHER DATE COMPLIANCE**

The Contractor warrants that the system as a whole and each component of it, as applicable, is compliant with Year 2000 (Y2K) and all other dates, as specified in the business and technical requirements of the RFP.

Notwithstanding any provision to the contrary in any Contractor warranty or warranties, the remedies available to the State under this Year 2000 warranty shall include repair or replacement of any element of the System whose non-compliance with the Year 2000 warranty is discovered and made known to the Contractor in writing. This warranty remains in effect for 365 days following the Warranty Period of this agreement.

Nothing in this warranty shall be construed to limit any rights or remedies the State may otherwise have under this contract with respect to defects other than Year 2000 compliance.

In addition, the Contractor warrants that elements of the System modified or remediated to achieve Year 2000 compliance will remain unaffected with respect to their functioning or performance except for processing and exchanging date/time data. The Contractor warrants that Deliverables not being modified or remediated directly will remain unaffected with respect to their normal functioning or performance.

### **19. COMMUNICATIONS**

The address for the submission of invoices shall be provided in Purchase Orders.

Unless notified otherwise by the other party in writing:

- a) Correspondence and notices between the parties to this Agreement as to general business matters, reporting requirements, or the terms and conditions herein should be directed to:

Customer – Department of Information Technology  
Contracts & Purchasing Division  
101 East River Drive,  
East Hartford, CT 06108-3274

Supplier – As stated on page one of this Agreement

Notices sent by United States mail with postage prepaid shall become effective when mailed.

## CONSULTANTS MASTER AGREEMENT

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b) All technical, coordination, or day-to-day administrative matters pertaining to this Agreement should be directed to:

Contract user – As specified in the applicable Purchase Order

Supplier – As stated on page one of this Agreement

### **20. NONDISCRIMINATION AND AFFIRMATIVE ACTION PROVISIONS**

This section is inserted in this contract in connection with Subsection (a) of Section 4a-60 of the General Statutes of Connecticut, as revised.

a. For the purposes of this section, "minority business enterprise" means any small Supplier or supplier of materials fifty-one per cent or more of the capital stock, if any, or assets of which is owned by a person or persons: (1) Who are active in the daily affairs of the enterprise, (2) who have the power to direct the management and policies of the enterprise and (3) who are members of a minority, as such term is defined in Subsection (a) of Conn. Gen. Stat. Section 32-9n; and "good faith" means that degree of diligence which a reasonable person would exercise in the performance of legal duties and obligations. "Good faith efforts" shall include, but not be limited to, those reasonable initial efforts necessary to comply with statutory or regulatory requirements and additional or substituted efforts when it is determined that such initial efforts will not be sufficient to comply with such requirements.

For the purposes of this section, "commission" means the commission on human rights and opportunities.

For the purposes of this section, "public works contract" means any agreement between any individual, firm or corporation and the State or any political subdivision of the State other than a municipality for construction, rehabilitation, conversion, extension, demolition or repair of a public building, highway or other changes or improvements in real property, or which is financed in whole or in part by the State, including, but not limited to, matching expenditures, grants, loans, insurance or guarantees.

b. (1) The Supplier agrees and warrants that in the performance of the contract such Supplier will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, religious creed, age, marital status, national origin, ancestry, sex, mental retardation or physical disability, including, but not limited to, blindness, unless it is shown by such Supplier that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States or of the State of Connecticut. The Supplier further agrees to take affirmative action to insure that applicants with job-related qualifications are employed and that employees are treated when employed without regard to their race, color, religious creed, age, marital status, national origin, ancestry, sex, mental retardation, or physical disability, including, but not limited to, blindness, unless it is shown by such Supplier that such disability prevents performance of the work involved; (2) the Supplier agrees, in all solicitations or advertisements for employees placed by or on behalf of the Supplier, to state that it is an "affirmative action-equal opportunity employer" in accordance with regulations adopted by the commission; (3) the Supplier agrees to provide each labor union or representative of workers with which such Supplier has a collective bargaining agreement or other contract or understanding and each vendor with which such Supplier has a contract or understanding, a notice to be provided by the commission advising the labor union or workers' representative of the Supplier's commitments under this section, and to post copies of the notice in conspicuous places available to employees and applicants for employment; (4) the Supplier agrees to comply with each provision of this section and Conn. Gen. Stat. Sections 46a-68e and 46a-68f and with each regulation or relevant order issued by said commission pursuant to Conn. Gen. Stat. Sections 46a-56, 46a-68e and 46a-68f; (5) the Supplier agrees to provide the commission on human rights and opportunities with such information requested by the commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the Supplier as relate to the provisions of this

## CONSULTANTS MASTER AGREEMENT

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section and Conn. Gen. Stat. Section 46a-56. If the contract is a public works contract, the Supplier agrees and warrants that he will make good faith efforts to employ minority business enterprises as Sub-contractors and suppliers of materials on such public works project.

c. Determination of the Supplier's good faith efforts shall include but shall not be limited to the following factors: The Supplier's employment and subcontracting policies, patterns and practices; affirmative advertising, recruitment and training; technical assistance activities and such other reasonable activities or efforts as the commission may prescribe that are designed to ensure the participation of minority business enterprises in public works projects.

d. The Supplier shall develop and maintain adequate documentation, in a manner prescribed by the commission, of its good faith efforts.

e. Subcontract or purchase order entered into in order to fulfill any obligation of a contract with the State and such provisions shall be binding on a subSupplier, vendor or manufacturer unless exempted by regulations or orders of the commission. The Supplier shall take such action with respect to any such subcontract or purchase order as the commission may direct as a means of enforcing such provisions including sanctions for noncompliance in accordance with Conn. Gen. Stat. Section 46a-56; provided, if such Supplier becomes involved in, or is threatened with, litigation with a subSupplier or vendor as a result of such direction by the commission, the Supplier may request the State of Connecticut to enter into any such litigation or negotiation prior thereto to protect the interests of the State and the State may so enter.

f. The Supplier agrees to comply with the regulations referred to in this section as they exist on the date of this contract and as they may be adopted or amended from time to time during the term of this contract and any amendments thereto.

### **21. NONDISCRIMINATION PROVISIONS REGARDING SEXUAL ORIENTATION**

This section is inserted in this contract in connection with Subsection (a) Section 4a-60a of the General Statutes of Connecticut, as revised.

a. (1) The Supplier agrees and warrants that in the performance of the contract such Supplier will not discriminate or permit discrimination against any person or group of persons on the grounds of sexual orientation, in any manner prohibited by the laws of the United States or of the State of Connecticut, and that employees are treated when employed without regard to their sexual orientation; (2) the Supplier agrees to provide each labor union or representative of workers with which such Supplier has a collective bargaining agreement or other contract or understanding and each vendor with which such Supplier has a contract or understanding, a notice to be provided by the commission on human rights and opportunities advising the labor union or workers' representative of the Supplier's commitments under this section, and to post copies of the notice in conspicuous places available to employees and applicants for employment; (3) the Supplier agrees to comply with each provision of this section and with each regulation or relevant order issued by said commission pursuant to section 46a-56 of the general statutes; (4) the Supplier agrees to provide the commission on human rights and opportunities with such information requested by the commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the Supplier which relate to the provisions of this section and section 46a-56 of the general statutes.

b. The Supplier shall include the provisions of Subsection a of this section in every subcontract or purchase order entered into in order to fulfill any obligation of a contract with the State and such provisions shall be binding on a subcontractor, vendor or manufacturer unless exempted by regulations or orders of the commission. The Supplier shall take such action with respect to any such subcontract or purchase order as the commission may direct as a means of enforcing such provisions including sanctions for noncompliance in accordance with section 46a-56 of the general statutes; provided, if such



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Supplier becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the commission, the Supplier may request the State of Connecticut to enter into any such litigation or negotiation prior thereto to protect the interests of the State and the State may so enter.

c. The Supplier agrees to comply with the regulations referred to in this section as they exist on the date of this contract and as they may be adopted or amended from time to time during the term of this contract and any amendments thereto.

### **22. EXECUTIVE ORDER NO. THREE**

This contract is subject to the provisions of Executive Order No. Three of Governor Thomas J. Meskill promulgated June 16, 1971 and, as such, this contract may be cancelled, terminated or suspended by the state labor commissioner for violation of or noncompliance with said Executive Order No. Three, or any state or federal law concerning nondiscrimination, notwithstanding that the labor commissioner is not a party to this contract. The parties to this contract, as part of the consideration hereof, agree that said Executive Order No. Three is incorporated herein by reference and made a part hereof. The parties agree to abide by said Executive Order and agree that the state labor commissioner shall have continuing jurisdiction in respect to contract performance in regard to nondiscrimination, until the contract is completed or terminated prior to completion.

The Supplier agrees, as part consideration hereof, that this contract is subject to the Guidelines and Rules issued by the state labor commissioner to implement Executive Order No. Three, and that he will not discriminate in his employment practices or policies, will file all reports as required, and will fully cooperate with the State of Connecticut and the state labor commissioner.

### **23. EXECUTIVE ORDER NO. SIXTEEN**

This Agreement is subject to Executive Order No. Sixteen of Governor John G. Rowland promulgated August 4, 1999 and, as such, this Agreement may be canceled, terminated or suspended by the State for violation of or noncompliance with said Executive Order No. 16. The parties to this Agreement, as part of the consideration hereof, agree that said Executive Order No. 16 is incorporated herein by reference and made a part hereof. The parties agree to abide by such Executive Order.

### **24. EXECUTIVE ORDER NO. SEVENTEEN**

This contract is subject to the provisions of Executive Order No. Seventeen of Governor Thomas J. Meskill promulgated February 15, 1973, and, as such, this contract may be cancelled, terminated or suspended by the contracting contract user or the State Labor Commissioner for violation of or noncompliance with said Executive Order No. Seventeen, notwithstanding that the Labor Commissioner may not be a party to this contract. The parties to this contract, as part of the consideration hereof, agree that Executive Order No. Seventeen is incorporated herein by reference and made a part hereof. The parties agree to abide by said Executive Order and agree that the contracting contract user and the State Labor Commissioner shall have joint and several continuing jurisdiction in respect to contract performance in regard to listing all employment openings with the Connecticut State Employment Service.

### **25. WORKERS' COMPENSATION**

Supplier agrees to carry sufficient workers' compensation and liability insurance in a company, or companies, licensed to do business in Connecticut, and furnish certificates if required.

### **26. APPLICABLE LAW. JURISDICTION**

a. This contract shall be governed, interpreted and construed under and in accordance with the laws of

## CONSULTANTS MASTER AGREEMENT

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the State of Connecticut without regard to its conflict of laws principles. This contract shall be deemed to have been made in East Hartford, Connecticut.

b. The Supplier irrevocably consents with respect to any permitted claims or remedies at law or equity, arising out of or in connection with this contract, to the jurisdiction of the Connecticut Superior Court or the U.S. District Court for the District of Connecticut and with respect to venue in the Judicial District of Hartford-New Britain at Hartford or the U.S. District Court for the District of Connecticut in Hartford, and irrevocably waives any objections it may have to such jurisdiction on the grounds of lack of personal jurisdiction of such court or the laying of venue of such court or on the basis of forum non conveniens or otherwise.

c. Supplier agrees to appoint agents in the State to receive service of process. In the event Supplier fails to appoint said agent the Secretary of the State of Connecticut is hereby appointed by Supplier as its agent for service of process for any action arising out or as a result of this contract, such appointment to be in effect throughout the life of this contract including any supplements hereto and all renewals thereof, if any, and six (6) years thereafter except as otherwise provided by law.

### **27. LANGUAGE REQUIRED PURSUANT TO C.G.S. §1-200 AND §1-218**

Each contract in excess of two million five hundred thousand dollars between a public contract user and a person for the performance of a governmental function shall (1) provide that the public contract user is entitled to receive a copy of records and files related to the performance of the governmental function, and (2) indicate that such records and files are subject to the Freedom of Information Act and may be disclosed by the public contract user pursuant to the Freedom of Information Act. No request to inspect or copy such records or files shall be valid unless the request is made to the public contract user in accordance with the Freedom of Information Act. Any complaint by a person who is denied the right to inspect or copy such records or files shall be brought to the Freedom of Information Commission in accordance with the provisions of sections 1-205 and 1-206 of the general statutes.

### **28. REPORTS TO THE AUDITORS OF PUBLIC ACCOUNTS**

This contract is subject to the provisions of §4-61dd Connecticut General Statutes. In accordance with this section any person having knowledge of any matter involving corruption, violation of state or federal laws or regulations, gross waste of funds, abuse of authority or danger to the public safety occurring in any large state contract, may transmit all facts and information in his possession concerning such matter to the Auditors of Public Accounts. In accordance with subsection (e) if an officer, employee or appointing authority of a large state Supplier takes or threatens to take any personnel action against any employee of the Supplier in retaliation for such employee's disclosure of information to the Auditors of Public Accounts or the Attorney General under the provisions of this section, the Supplier shall be liable for a civil penalty of not more than five thousand dollars for each offense, up to a maximum of twenty per cent of the value of the contract. Each violation shall be a separate and distinct offense and in the case of a continuing violation each calendar day's continuance of the violation shall be deemed to be a separate and distinct offense. The executive head of the State or quasi-public contract user may request the Attorney General to bring a civil action in the Superior Court for the Judicial District of Hartford to seek imposition and recovery of such civil penalty. In accordance with subsection (f) each large state Supplier shall post a notice of the provisions of this section relating to large state Suppliers in a conspicuous place which is readily available for viewing by the employees of the Supplier.

### **29. LANGUAGE REQUIRED PURSUANT TO C.G.S. §4d-44**

The provisions of Section 4d-44 of the Connecticut General Statutes concerning continuity of systems in

## CONSULTANTS MASTER AGREEMENT

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the event of expiration or termination of contracts, amendments or default of the Supplier are incorporated herein by reference.

Sec. 4d-44. Each contract, subcontract or amendment to a contract or subcontract shall include provisions ensuring continuity of state contract user information system and telecommunication system facilities, equipment and services, in the event that work under such contract, subcontract or amendment is transferred back to the State or transferred to a different Supplier, upon the expiration or termination of the contract, subcontract or amendment or upon the default of the Supplier or subcontractor. Such provisions shall include, but not be limited to, (1) procedures for the orderly transfer to the State of (A) such facilities and equipment, (B) all software created or modified pursuant to the contract, subcontract or amendment, and (C) all public records, as defined in section 4d-33, which the Supplier or subcontractor possesses or creates pursuant to such contract, subcontract or amendment, and (2) procedures for granting former State employees who were hired by such Supplier or subcontractor the opportunity for reemployment with the State.

The parties agree to enter into an amendment to this contract as soon as practicable to set out the express terms to comply with the provisions of C.G.S. §4d-44.

### **30. NO RESALE**

Customer is not permitted to resell the Services.

### **31. APPROVAL OF AGREEMENT**

This Agreement shall become effective upon its approval as to form by the Office of the Attorney General of the State of Connecticut.

### **32. SURVIVAL BEYOND COMPLETION**

The provisions of Section 12 and Section 13 shall survive the expiration or termination of this Agreement.

### **33. ORDER OF PRECEDENCE**

The Parties agree that all of the following documents are incorporated by reference into this Agreement. With regard to any inconsistencies that might arise, the following order of precedence shall be used:

1. This Agreement
2. Clarifications
3. RFP #04ITZ0007 and all Amendments
4. Original Proposal

### **34. ENTIRETY OF AGREEMENT**

This Agreement includes the SIGNATURE PAGE OF AGREEMENT. To the extent the provisions of the previously mentioned Product Schedule and any aforementioned Attachment do not contradict the provisions of Sections 1 through 34 of this Agreement, said documents are incorporated herein by reference and made a part hereof as though fully set forth herein. This Agreement, as thus constituted, contains the complete and exclusive statement of the terms and conditions agreed to by the parties hereto and shall not be altered, amended, or modified except in writing executed by an authorized representative of each party.

CONSULTANTS MASTER AGREEMENT

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SIGNATURE PAGE OF AGREEMENT

This Agreement is entered into by authority of Sections 4d-2, 4d-5 and 4d-8 of the General Statutes.

APPROVED:

APPROVED:  
STATE OF CONNECTICUT

BY: \_\_\_\_\_

BY: \_\_\_\_\_

NAME:

Gregg P. Regan

TITLE:

Chief Information Officer  
Department of Information Technology,  
duly authorized

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_

SEAL

APPROVED AS TO FORM:

\_\_\_\_\_  
Attorney General of the State of Connecticut

DATE: \_\_\_\_\_

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STATE OF CONNECTICUT REQUEST FOR PROPOSAL 04ITZ0007

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ATTACHMENT 2:

AFFIDAVIT – CONTRACTOR OR LESSOR INTEGRITY IN STATE  
CONTRACTING POLICY

(OFFICE OF THE ATTORNEY GENERAL)

I, \_\_\_\_\_, hereby swear that, during the ten years preceding the  
(Name)

date of this affidavit, neither I nor an official, employee or agent of myself or  
\_\_\_\_\_ have provided or caused to be provided gifts, as defined  
(Company Name)

in Conn. Gen. Stat. §1-79(e), except as otherwise set forth below, including a gift for the celebration of a major life event as described in Conn. Gen. Stat. §1-79(e)(12), to a state official or employee of the contracting or leasing agency or a state official or employee of a state agency or department which has supervisory or appointing authority over the contracting or leasing agency. The contracting agency has provided me with the names of the following agencies or departments that have supervisory or appointing authority over such department:

**The Connecticut Office of Policy and Management, the Connecticut Governor's Office and the Office of the Attorney General, the Department of Corrections, or the Department of Information Technology.**

1. None  
(Name of recipient of gift) (Description of gift and value) (Date of gift)
2. \_\_\_\_\_  
(Name of recipient of gift) (Description of gift and value) (Date of gift)
3. \_\_\_\_\_  
(Name of recipient of gift) (Description of gift and value) (Date of gift)
4. \_\_\_\_\_  
(Name of recipient of gift) (Description of gift and value) (Date of gift)

Sworn as true to the best of my knowledge and belief, false statement punishable under law.

Signature: \_\_\_\_\_

Sworn and subscribed before me on this \_\_\_\_\_ day of \_\_\_\_\_, 2004.

Notary: \_\_\_\_\_

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**STATE OF CONNECTICUT REQUEST FOR PROPOSAL 04ITZ0007**

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“GIFT” IS DEFINED UNDER Conn. Gen. Stat. §1-79(e), excluding subdivision (12) as follows:

- (e) "Gift" means anything of value, which is directly and personally received, unless consideration of equal or greater value is given in return. "Gift" shall not include:
  - (1) A political contribution otherwise reported as required by law or a donation or payment as described in subdivision (9) or (10) of subsection (b) of section 9-333b;
  - (2) Services provided by persons volunteering their time;
  - (3) A commercially reasonable loan made on terms not more favorable than loans made in the ordinary course of business;
  - (4) A gift received from (A) an individual's spouse, fiance or fiancée, (B) the parent, brother or sister of such spouse or such individual, or (C) the child of such individual or the spouse of such child;
  - (5) Goods or services (A) which are provided to the state (i) for use on state property, or (ii) to support an event or the participation by a public official or state employee at an event, and (B) which facilitate state action or functions. As used in this subdivision, "state property" means (i) property owned by the state, or (ii) property leased to an agency in the Executive or Judicial Department of the state;
  - (6) A certificate, plaque or other ceremonial award costing less than one hundred dollars;
  - (7) A rebate, discount or promotional item available to the general public;
  - (8) Printed or recorded informational material germane to state action or functions;
  - (9) Food or beverage or both, costing less than fifty dollars in the aggregate per recipient in a calendar year, and consumed on an occasion or occasions at which the person paying, directly or indirectly, for the food or beverage, or his representative, is in attendance;
  - (10) Food or beverage or both, costing less than fifty dollars per person and consumed at a publicly noticed legislative reception to which all members of the General Assembly are invited and which is hosted not more than once in any calendar year by a lobbyist or business organization. For the purposes of such limit, (A) a reception hosted by a lobbyist who is an individual shall be deemed to have also been hosted by the business organization which he owns or is employed by and (B) a reception hosted by a business organization shall be deemed to have also been hosted by all owners and employees of the business organization who are lobbyists. In making the calculation for the purposes of such fifty-dollar limit, the donor shall divide the amount spent on food and beverage by the number of persons whom the donor reasonably expects to attend the reception;
  - (11) Food or beverage or both, costing less than fifty dollars per person and consumed at a publicly noticed reception to which all members of the General Assembly from a region of the state are invited and which is hosted not more than once in any calendar year by a lobbyist or business organization. For the purposes of such limit, (A) a reception hosted by a lobbyist who is an individual shall be deemed to have also been hosted by the business organization which he owns or is employed

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**STATE OF CONNECTICUT REQUEST FOR PROPOSAL 04ITZ0007**

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by, and (B) a reception hosted by a business organization shall be deemed to have also been hosted by all owners and employees of the business organization who are lobbyists. In making the calculation for the purposes of such fifty-dollar limit, the donor shall divide the amount spent on food and beverage by the number of persons whom the donor reasonably expects to attend the reception. As used in this subdivision, "region of the state" means the established geographic service area of the organization hosting the reception;

(12) A gift, including but not limited to, food or beverage or both, provided by an individual for the celebration of a major life event;

(13) Gifts costing less than one hundred dollars in the aggregate or food or beverage provided at a hospitality suite at a meeting or conference of an interstate legislative association, by a person who is not a registrant or is not doing business with the state of Connecticut;

(14) Admission to a charitable or civic event, including food and beverage provided at such event, but excluding lodging or travel expenses, at which a public official or state employee participates in his official capacity, provided such admission is provided by the primary sponsoring entity;

(15) Anything of value provided by an employer of (A) a public official, (B) a state employee, or (C) a spouse of a public official or state employee, to such official, employee or spouse, provided such benefits are customarily and ordinarily provided to others in similar circumstances;

(16) Anything having a value of not more than ten dollars, provided the aggregate value of all things provided by a donor to a recipient under this subdivision in any calendar year shall not exceed fifty dollars.

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**STATE OF CONNECTICUT REQUEST FOR PROPOSAL 04ITZ0007**

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**ATTACHMENT 3:  
CERTIFICATION REGARDING LOBBYING**

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company Name: \_\_\_\_\_



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**STATE OF CONNECTICUT REQUEST FOR PROPOSAL 04ITZ0007**  
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**ATTACHMENT 4:**  
**ETHICS STATEMENT – SILVER OAK SOLUTIONS**

I, \_\_\_\_\_, of \_\_\_\_\_ by my  
(Name) (Company Name)  
signature below, declare and affirm that neither I nor any member of my company  
have any personal, professional or financial interest in Silver Oak Solutions,  
including but not limited to any training, consulting or other special relationship.

I am also aware that I may not participate in any *ex parte* communications  
with any employees of Silver Oak Solutions who are participating in this Request  
for Proposal process unless permitted by the Chief Information Officer or his  
designee.

Any questionable relationships are listed below under "Comments." If no  
"Comments," please so indicate.

COMMENTS:

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_  
(Signature) (Name)

Attachment 5: Form I-9

Employment Eligibility Verification

INSTRUCTIONS

PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE COMPLETING THIS FORM.

**Anti-Discrimination Notice.** It is illegal to discriminate against any individual (other than an alien not authorized to work in the U.S.) in hiring, discharging, or recruiting or referring for a fee because of that individual's national origin or citizenship status. It is illegal to discriminate against work eligible individuals. Employers **CANNOT** specify which document(s) they will accept from an employee. The refusal to hire an individual because of a future expiration date may also constitute illegal discrimination.

**Section 1 - Employee.** All employees, citizens and noncitizens, hired after November 6, 1986, must complete Section 1 of this form at the time of hire, which is the actual beginning of employment. **The employer is responsible for ensuring that Section 1 is timely and properly completed.**

**Preparer/Translator Certification.** The Preparer/Translator Certification must be completed if Section 1 is prepared by a person other than the employee. A preparer/translator may be used only when the employee is unable to complete Section 1 on his/her own. However, the employee must still sign Section 1.

**Section 2 - Employer.** For the purpose of completing this form, the term "employer" includes those recruiters and referrers for a fee who are agricultural associations, agricultural employers or farm labor contractors.

Employers must complete Section 2 by examining evidence of identity and employment eligibility within three (3) business days of the date employment begins. If employees are authorized to work, but are unable to present the required document(s) within three business days, they must present a receipt for the application of the document(s) within three business days and the actual document(s) within ninety (90) days. However, if employers hire individuals for a duration of less than three business days, Section 2 must be completed at the time employment begins. **Employers must record: 1) document title; 2) issuing authority; 3) document number, 4) expiration date, if any; and 5) the date employment begins.** Employers must sign and date the certification. Employees must present original documents. Employers may, but are not required to, photocopy the document(s) presented. These photocopies may only be used for the verification process and must be retained with the I-9. **However, employers are still responsible for completing the I-9.**

**Section 3 - Updating and Reverification.** Employers must complete Section 3 when updating and/or reverifying the I-9. Employers must reverify employment eligibility of their employees on or before the expiration date recorded in Section 1. Employers **CANNOT** specify which document(s) they will accept from an employee.

- If an employee's name has changed at the time this form is being updated/ reverified, complete Block A.
- If an employee is rehired within three (3) years of the date this form was originally completed and the employee is still eligible to be employed on the same basis as previously indicated on this form (updating), complete Block B and the signature block.

- If an employee is rehired within three (3) years of the date this form was originally completed and the employee's work authorization has expired or if a current employee's work authorization is about to expire (reverification), complete Block B and:
  - examine any document that reflects that the employee is authorized to work in the U.S. (see List A or C),
  - record the document title, document number and expiration date (if any) in Block C, and complete the signature block.

**Photocopying and Retaining Form I-9.** A blank I-9 may be reproduced, provided both sides are copied. The Instructions must be available to all employees completing this form. Employers must retain completed I-9s for three (3) years after the date of hire or one (1) year after the date employment ends, whichever is later.

**For more detailed information, you may refer to the INS Handbook for Employers, (Form M-274). You may obtain the handbook at your local INS office.**

**Privacy Act Notice.** The authority for collecting this information is the Immigration Reform and Control Act of 1986, Pub. L. 99-603 (8 USC 1324a).

This information is for employers to verify the eligibility of individuals for employment to preclude the unlawful hiring, or recruiting or referring for a fee, of aliens who are not authorized to work in the United States.

This information will be used by employers as a record of their basis for determining eligibility of an employee to work in the United States. The form will be kept by the employer and made available for inspection by officials of the U.S. Immigration and Naturalization Service, the Department of Labor and the Office of Special Counsel for Immigration Related Unfair Employment Practices.

Submission of the information required in this form is voluntary. However, an individual may not begin employment unless this form is completed, since employers are subject to civil or criminal penalties if they do not comply with the Immigration Reform and Control Act of 1986.

**Reporting Burden.** We try to create forms and instructions that are accurate, can be easily understood and which impose the least possible burden on you to provide us with information. Often this is difficult because some immigration laws are very complex. Accordingly, the reporting burden for this collection of information is computed as follows: **1)** learning about this form, 5 minutes; **2)** completing the form, 5 minutes; and **3)** assembling and filing (recordkeeping) the form, 5 minutes, for an average of 15 minutes per response. If you have comments regarding the accuracy of this burden estimate, or suggestions for making this form simpler, you can write to the Immigration and Naturalization Service, HQPDI, 425 I Street, N.W., Room 4034, Washington, DC 20536. OMB No. 1115-0136.

## Employment Eligibility Verification

Please read instructions carefully before completing this form. The instructions must be available during completion of this form. **ANTI-DISCRIMINATION NOTICE:** It is illegal to discriminate against work eligible individuals. Employers **CANNOT** specify which document(s) they will accept from an employee. The refusal to hire an individual because of a future expiration date may also constitute illegal discrimination.

### Section 1. Employee Information and Verification.

To be completed and signed by employee at the time employment begins.

Print Name: Last	First	Middle Initial	Maiden Name
Address (Street Name and Number)		Apt. #	Date of Birth (month/day/year)
City	State	Zip Code	Social Security #
I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.		I attest, under penalty of perjury, that I am (check one of the following):	
		<input type="checkbox"/> A citizen or national of the United States <input type="checkbox"/> A Lawful Permanent Resident (Alien # A_____ <input type="checkbox"/> An alien authorized to work until ____/____/____ (Alien # or Admission #) _____	
Employee's Signature			Date (month/day/year)

**Preparer and/or Translator Certification.** (To be completed and signed if Section 1 is prepared by a person other than the employee.) I attest, under penalty of perjury, that I have assisted in the completion of this form and that to the best of my knowledge the information is true and correct.

Preparer's/Translator's Signature	Print Name
Address (Street Name and Number, City, State, Zip Code)	
Date (month/day/year)	

### Section 2. Employer Review and Verification.

To be completed and signed by employer. Examine one document from List A OR examine one document from List B and one from List C, as listed on the reverse of this form, and record the title, number and expiration date, if any, of the document(s)

List A	OR	List B	AND	List C
Document title: _____		_____		_____
Issuing authority: _____		_____		_____
Document #: _____		_____		_____
Expiration Date (if any): ____/____/____		____/____/____		____/____/____
Document #: _____				
Expiration Date (if any): ____/____/____				

**CERTIFICATION** - I attest, under penalty of perjury, that I have examined the document(s) presented by the above-named employee, that the above-listed document(s) appear to be genuine and to relate to the employee named, that the employee began employment on (month/day/year) \_\_\_\_/\_\_\_\_/\_\_\_\_ and that to the best of my knowledge the employee is eligible to work in the United States. (State employment agencies may omit the date the employee began employment.)

Signature of Employer or Authorized Representative	Print Name	Title
Business or Organization Name	Address (Street Name and Number, City, State, Zip Code)	Date (month/day/year)

### Section 3. Updating and Reverification.

To be completed and signed by employer.

A. New Name (if applicable)	B. Date of rehire (month/day/year) (if applicable)
C. If employee's previous grant of work authorization has expired, provide the information below for the document that establishes current employment eligibility.	
Document Title: _____ Document #: _____ Expiration Date (if any): ____/____/____	
I attest, under penalty of perjury, that to the best of my knowledge, this employee is eligible to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.	
Signature of Employer or Authorized Representative	Date (month/day/year)

## LISTS OF ACCEPTABLE DOCUMENTS

LIST A		LIST B		LIST C
Documents that Establish Both Identity and Employment Eligibility	OR	Documents that Establish Identity	AND	Documents that Establish Employment Eligibility
1. U.S. Passport (unexpired or expired)		1. Driver's license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address		1. U.S. social security card issued by the Social Security Administration ( <i>other than a card stating it is not valid for employment</i> )
2. Certificate of U.S. Citizenship ( <i>INS Form N-560 or N-561</i> )		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address		2. Certification of Birth Abroad issued by the Department of State ( <i>Form FS-545 or Form DS-1350</i> )
3. Certificate of Naturalization ( <i>INS Form N-550 or N-570</i> )		3. School ID card with a photograph		3. Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal
4. Unexpired foreign passport, with <i>I-551 stamp or</i> attached <i>INS Form I-94</i> indicating unexpired employment authorization		4. Voter's registration card		4. Native American tribal document
5. Permanent Resident Card or Alien Registration Receipt Card with photograph ( <i>INS Form I-151 or I-551</i> )		5. U.S. Military card or draft record		5. U.S. Citizen ID Card ( <i>INS Form I-197</i> )
6. Unexpired Temporary Resident Card ( <i>INS Form I-688</i> )		6. Military dependent's ID card		6. ID Card for use of Resident Citizen in the United States ( <i>INS Form I-179</i> )
7. Unexpired Employment Authorization Card ( <i>INS Form I-688A</i> )		7. U.S. Coast Guard Merchant Mariner Card		7. Unexpired employment authorization document issued by the INS ( <i>other than those listed under List A</i> )
8. Unexpired Reentry Permit ( <i>INS Form I-327</i> )		8. Native American tribal document		
9. Unexpired Refugee Travel Document ( <i>INS Form I-571</i> )		9. Driver's license issued by a Canadian government authority		
10. Unexpired Employment Authorization Document issued by the INS which contains a photograph ( <i>INS Form I-688B</i> )		<b>For persons under age 18 who are unable to present a document listed above:</b>		
		10. School record or report card		
		11. Clinic, doctor or hospital record		
		12. Day-care or nursery school record		

Illustrations of many of these documents appear in **Part 8 of the Handbook for Employers (M-274)**

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**ATTACHMENT 6: CONTRACT COMPLIANCE REGULATIONS**  
**NOTIFICATION TO PROPOSERS**

The contract to be awarded is subject to contract compliance requirements mandated by Sections 4a-60 and 4a-60a of the CONN. GEN. STAT.; and, when the awarding agency is the State, Sections 46a-71(d) and 46a-81i(d) of the CONN. GEN. STAT. There are Contract Compliance Regulations codified at Section 46a-68j-21 through 43 of the Regulations of Connecticut State Agencies which establish a procedure for the awarding of all contracts covered by Sections 4a-60 and 46a-71(d) of the CONN. GEN. STAT.

According to Section 46a-68j-30(9) of the Contract Compliance Regulations, every agency awarding a contract subject to the Contract Compliance Requirements has an obligation to "aggressively solicit the participation of legitimate minority business enterprises as proposers, contractors, subcontractors, and suppliers of materials." "Minority business enterprise" is defined in Section 4a-60 of the CONN. GEN. STAT. as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: "(1) Who are active in daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of section 32-9n." Minority groups are defined in section 32-9n of the CONN. GEN. STAT. as "(1) Black Americans... (2) Hispanic Americans... (3) persons who have origins in the Iberian Peninsula... (4) Women... (5) Asian Pacific American and Pacific Islanders; (6) American Indians..." A business owned by an individual(s) with a physical disability is also a minority business enterprise as provided by Section 32-9e of the CONN. GEN. STAT. The above definitions apply to the contract compliance requirements by virtue of Section 46a-68j-21(11) of the Contract Compliance

The awarding agency will consider the following factors when reviewing the proposer's qualifications under the contract compliance requirements:

- (A) the proposer's success in implementing an affirmative action plan;
- (B) the proposer's success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 inclusive, of the Regulations of Connecticut State Agencies;
- (C) the proposer's promise to develop and implement a successful affirmative action plan;
- (D) the proposer's submission of EEO-1 data indicating that the composition of its workforce is at or near parity when compared to the racial and gender composition of the workforce in the relevant labor market area; and,
- (E) the proposer's promise to set aside a portion of the contract for legitimate minority business enterprises. See Section 46a-68j-30(10)(E) of the Contract Compliance Regulations.

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**INSTRUCTIONS AND OTHER INFORMATION**

**The following two (2) page PROPOSER CONTRACT COMPLIANCE MONITORING REPORT must be completed in full, signed, and submitted with the proposal for this contract.**

The contract awarding agency and the Commission on Human Rights and Opportunities will use the information contained thereon to determine the proposer's compliance to Sections 4a-60 and 4a-60a CONN. GEN. STAT., and Sections 46a-68j-23 of the Regulations of Connecticut State Agencies regarding equal employment opportunity, and the proposer's "good faith efforts" to include minority business enterprises as subcontractors and suppliers for the work of the contract.

**1) Definition of Small Contractor**

Section 32-9e CONN. GEN. STAT. defines a small contractor as a company that has been doing business under the same management and control and has maintained its principal place of business in Connecticut for a one year period immediately prior to its application for certification under this section, had gross revenues not exceeding ten million dollars in the most recently completed fiscal year, and at least fifty-one percent of the ownership of which is held by a person or persons who are active in the daily affairs of the company, and have the power to direct the management and policies of the company, except that a non-profit corporation shall be construed to be a small contractor if such nonprofit corporation meets the requirements of subparagraphs (A) and (B) of subdivision 32-9e CONN. GEN. STAT.

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**2) Description of Job Categories (as used in Part IV Proposer Employment Information)**

**Officials, Managers and Supervisors** - Occupations requiring administrative personnel who set broad policies, exercise over-all responsibility for execution of these policies, and direct individual departments or special phases of a firm's operations. Includes officials, executives, middle management, plant managers, department managers, and superintendents, salaried forepersons who are members of management, purchasing agents and buyers, and kindred workers.

**Professionals** - Occupations requiring either college graduation or experience of such kind and amount as to provide a comparable background. Includes: accountants and auditors, airplane pilots and navigators, architects, artists, chemists, designers, dietitians, editors, engineers, lawyers, librarians, mathematicians, natural scientists, personnel and labor relations workers, physical scientists, physicians, social scientists, teachers, kindred workers.

**Technicians** - Occupations requiring a combination of basic scientific knowledge and manual skill which can be obtained through about 2 years of post high school education, such as is offered in technical institutes and junior colleges, or through equivalent on-the-job training. Includes: draftspersons, engineering aides, junior engineers, mathematical aides, nurses, photographers, radio operators, scientific assistants, surveyors, technical illustrators, technicians (medical, dental, electronic, physical sciences), and kindred workers.

**Sales Workers** - Occupations engaging wholly or primarily in direct selling. Includes: advertising agents and sales persons, insurance agents and brokers, real estate agents and brokers, stock and bond salespersons, demonstrators, sales people and sales clerks, and kindred workers.

**Office and Clerical Workers** - Includes all clerical type work regardless of level of difficulty, where the activities are predominantly non-manual though some manual work not directly involved with altering or transporting the products is included. Includes: bookkeepers, cashiers, collectors (bills and accounts), messengers and office workers, office machine and computer operators, shipping and receiving clerks, stenographers, typists and secretaries, telegraph and telephone operators, and kindred workers.

**Skilled Workers** - Manual workers of relatively high skill level having a thorough and comprehensive knowledge of the processes in their work. They exercise considerable independent judgment and usually receive an extensive period of training. Includes: building trades hourly paid forepersons and leadpersons who are not members of management, mechanics and repair people, skilled machining occupations, compositors and typesetters, electricians, engravers, job setters (metal), motion picture projectionists, pattern and model makers, stationary engineers, tailors, and kindred workers.

**Semi-Skilled Workers** - Workers who operate machine or processing equipment or perform other factory type duties of intermediate skill level which can be mastered in a few weeks and require only limited training.

**Unskilled Workers** - Workers in manual occupations which generally require no special training. Perform elementary duties that may be learned in a few days and require application of little or no independent judgment. Includes: garage laborers, car washers and greasers, gardeners (except farm) and grounds keepers, longshore persons and stevedores, wood cutters and choppers, laborers performing lifting, digging, mixing, loading, and pulling operations, and kindred workers.

**Service Workers** - Workers in both protective and non-protective service occupations. Includes: attendants (hospital and other institution, professional, and personal service), barbers, cleaning workers, cooks (except house-hold), counter and fountain workers, fire fighters, police officers and detectives, security workers and doorkeepers, stewards, janitors, porters, food servers and kindred workers.

**Apprentices** - Persons employed in a program including work training and related instruction to learn a trade or craft which is traditionally considered an apprenticeship, regardless of whether the program is registered with a state or federal agency.

**Trainees** - Persons engaged in a formal training for craft worker when not trained under an apprenticeship program. Includes: operatives, laborer and service occupations. Also includes persons engaged in formal training for official, managerial, professional, technical, sales, office, and clerical occupations.

**3) Definition of Racial and Ethnic Terms (as used in Part IV Proposer Employment Information)**

**White** (not of Hispanic Origin) - All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.

**Black** (not of Hispanic Origin) - All persons having origins in any of the Black racial groups of Africa.

**Hispanic** All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

**Asian or Pacific Islander** All persons having origins in any of the original peoples of the Far East, Southeast Asia, Indian subcontinent or Pacific Islands. Includes China, India, Japan, Korea, Philippine Islands, & Samoa.

**American Indian or Alaskan Native** All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

# STATE OF CONNECTICUT

## COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES (CHRO) CHRO-4

**RFP Number:**  
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### PROPOSER CONTRACT COMPLIANCE MONITORING REPORT

#### PART I - Proposer Information

Company Name Street Address City & State Chief Executive	Proposer Federal Employer Identification Number (FEIN) or Social Security Number (SSN)
Major Business Activity (brief description)	Proposer Identification (response optional/definitions on page 1) -Is proposer a small contractor? <input type="checkbox"/> Yes <input type="checkbox"/> No -Is proposer a minority business enterprise? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, check ownership category <input type="checkbox"/> Black <input type="checkbox"/> Hispanic <input type="checkbox"/> Asian American <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Iberian Peninsula <input type="checkbox"/> Individual(s) with a Physical Disability <input type="checkbox"/> Female -Is proposer certified as above by the State of CT (DAS)? <input type="checkbox"/> Yes <input type="checkbox"/> No
Proposer Parent Company (if any)	
Other Locations in CT (if any)	

#### PART II - Proposer Non-Discrimination Policies & Procedures

1. Does your company have a written Equal Employment Opportunity statement posted on company bulletin boards? <input type="checkbox"/> Yes <input type="checkbox"/> No	7. Do all of your company contracts and purchase orders contain non-discrimination statements as required by Sections 4a-60 & 4a-60a of the Conn. Gen. Stat.? <input type="checkbox"/> Yes <input type="checkbox"/> No
2. Does your company have a written sexual harassment in the workplace policy posted on company bulletin boards? <input type="checkbox"/> Yes <input type="checkbox"/> No	8. Do you, upon request, provide reasonable accommodation to employees or applicants for employment who have physical or mental disability? <input type="checkbox"/> Yes <input type="checkbox"/> No
3. Do you notify all recruitment sources in writing of your company non-discrimination employment policy? <input type="checkbox"/> Yes <input type="checkbox"/> No	9. Does your company have a mandatory retirement age for all employees? <input type="checkbox"/> Yes <input type="checkbox"/> No
4. Do your company advertisements contain a written statement that you are an Equal Opportunity Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No	10. If your company has 50 or more employees, have you provided at least two (2) hours of sexual harassment training to all of your supervisors? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
5. Do you notify the CT State Employment Service of all employment openings with your company? <input type="checkbox"/> Yes <input type="checkbox"/> No	11. If your company has apprenticeship programs, do they meet the equal opportunity requirements of the apprenticeship standards of the CT Dept. of Labor? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
6. Does your company have a collective bargaining agreement with workers? <input type="checkbox"/> Yes <input type="checkbox"/> No 6a. If yes, do the collective bargaining agreements contain non-discrimination clauses covering all workers <input type="checkbox"/> Yes <input type="checkbox"/> No 6b. Have you notified each union, in writing, of your commitments under the non-discrimination requirements of contracts with the State of CT? <input type="checkbox"/> Yes <input type="checkbox"/> No	12. Does your company have a written affirmative action plan? <input type="checkbox"/> Yes <input type="checkbox"/> No 13. Is there a person in your company who is responsible for Equal Employment Opportunity? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide name and phone number.

#### PART III - Proposer Subcontracting Practices

1. Will the work of this contract include subcontractors or suppliers? <input type="checkbox"/> Yes <input type="checkbox"/> No 1a. If yes, list all the subcontractors and suppliers and report if they are a small contractor and/or a minority business enterprise (as defined on page 1). Attach additional sheets if necessary.	
1b. Will the work of this contract require additional subcontractors or suppliers other than those identified in 1a. above? <input type="checkbox"/> Yes <input type="checkbox"/> No	

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PART IV - Proposer Employment Information

JOB CATEGORY	OVERALL TOTALS	WHITE (NOT OF HISPANIC ORIGIN)		BLACK (NOT OF HISPANIC ORIGIN)		HISPANIC		ASIAN / PACIFIC ISLANDER		AMERICAN INDIAN OR ALASKAN NATIVE	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officials/Managers											
Professionals											
Technicians											
Sales Workers											
Office/Clerical											
Craft Workers (Skilled)											
Laborers (Unskilled)											
Service Workers											
TOTALS ABOVE											
Total One Year Ago											
FORMAL ON-THE-JOB TRAINEES (ENTER FIGURES FOR THE SAME CATEGORIES AS ARE SHOWN ABOVE)											
Apprentices											
Trainees											

According to the above employment report, is the composition of your workforce at or near parity when compared with the racial and gender composition of the workforce in the relevant labor market area? ☐ Yes ☐ No

PART V - Proposer Hiring and Recruitment Practices

1. Which of the following recruitment sources are used by you? (Check yes or no, and report percentage used)				2. Check (✓) any of the requirements listed below that you use as a hiring qualification.		3. Describe below any other practices or actions that you take which show that you hire, train, and promote employees without discrimination.
SOURCE	YES	NO	% of applicants provided by source			
State Employment Service				(✓)	Work Experience	
Private Employment Agencies					Ability to Speak or Write English	
Schools and Colleges					Written Tests	
Newspaper Advertisement					High School Diploma	
Walk Ins					College Degree	
Present Employees					Union Membership	
Minority/Community Organizations					Personal Recommendation	
Labor Organizations					Height or Weight	
Others (please identify)					Car Ownership	
					Arrest Record	
					Wage Garnishment	

**Certification** (Read this form and check your statements on it CAREFULLY before signing). I certify that the statements made by me on this PROPOSER CONTRACT COMPLIANCE MONITORING REPORT are complete and true to the best of my knowledge and belief, and are made in good faith. I understand that if I knowingly make any misstatement of facts, I am subject to be declared in non-compliance with Section 4a-60, 4a-60a, and related sections of the CONN. GEN. STAT.

Signature	Title	Date Signed	Telephone
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\*\*\*\*\*  
**STATE OF CONNECTICUT REQUEST FOR PROPOSAL 04ITZ0007**  
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**ATTACHMENT 7:**  
**VENDOR PROPOSAL VALIDATION AND AUTHENTICATION STATEMENT**

Vendor Organization: \_\_\_\_\_  
(Name of Company)

The person responsible for the validation of your Proposal must fully complete and sign this statement where indicated and attach it to your company's response to the RFP. By doing so, the signer attests that the given Proposal represents:

1. Full and unconditional acceptance of all stipulated administrative requirements of RFP No. 04ITZ0007.
2. Complete and valid information as of the Proposal due date.
3. Product, price and term offerings that are valid until such date as the State is specifically notified otherwise, but not less than sixty (60) days from the Proposal due date.
4. A "best effort" by the company to comply with all State requirements regarding Proposal contents and formats.
5. The State's IT Professional Services Master Agreement (Attachment 1 of RFP No. 04ITZ0007) is acceptable to your company.

Validating Official: \_\_\_\_\_  
(Signature) (Printed Name)  
\_\_\_\_\_  
(Date) (Title)

By countersigning this Proposal, I confirm that this Proposal constitutes a complete, authentic and bona fide offer to the State of Connecticut which \_\_\_\_\_  
(Name of Company)

is fully prepared to implement as described. The company official who validated this Proposal was authorized to represent the company in that capacity on the date of his/her signature.

Authenticating Official: \_\_\_\_\_  
(Signature) (Printed Name)  
\_\_\_\_\_  
(Date) (Title)

**NOTE: Any modifications to this form will subject the vendor's Proposal to the risk of being deemed a "contingent" Proposal, thus subject to rejection by the State.**

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**STATE OF CONNECTICUT REQUEST FOR PROPOSAL 04ITZ0007**

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**ATTACHMENT 8:  
VENDOR PROPOSAL CHECKLIST**

The vendor must complete and submit the following materials as part of their response to this RFP:

- \_\_\_ 1. Completed "**Questionnaire**" with original responses, together with attachments, as necessary.
- \_\_\_ 2. Completed "**Product Schedule**" with proposed pricing
- \_\_\_ 3. Signed copies of all **Amendments** to this RFP
- \_\_\_ 4. **Attachment 2: Affidavit – Contractor or Lessor Integrity in State Contracting Policy (Office of the Attorney General)** completed, signed, and notarized
- \_\_\_ 5. **Attachment 3: Certification Regarding Lobbying** completed and signed
- \_\_\_ 6. **Attachment 4: Ethics Statement – Silver Oak Solutions** completed and signed
- \_\_\_ 7. **Attachment 6: Contract Compliance Regulations (CHRO)** completed and signed
- \_\_\_ 8. **Attachment 7: Vendor Proposal Validation and Authentication Statement** completed and signed

As a reminder, respondents must provide one (1) original hardcopy and four (4) additional hardcopies of their proposal, as well as four (4) electronic copies (either on diskette or CD-ROM) of their completed Questionnaire and Product Schedule.

The proposals must be submitted in a SEALED envelope or carton, clearly marked with the company name and address of the vendor, and the RFP number (#04ITZ0007). Any response that is not clearly marked will not be opened. Facsimile or unsealed proposals will not be accepted under any circumstances.

**Important!** The Costs portion of the response – both hardcopies and electronic copies – must be clearly marked “Costs” and packaged separately from the Business portion of the response.